

# WE'RE HERE TO HELP



**HOLD MY VAN**



**SAVE MY SEAT**



**CUSTOMER SUPPORT**

METRO Star Vanpool is proud to serve our community with our commuting service and is committed to continue assisting our customers during these unprecedented times. As we navigate the impact of COVID-19, our team is working to find solutions to any needs or concerns you may have in relation to your vanpool. We remain dedicated as ever to make sure we provide you with the best customer service as well as the option to continue using our vanpool service should you need to. Our goal is to work individually with each rider to ensure we meet your needs and continue to provide an invaluable commuting service after the current health crisis. We are currently offering the Hold My Van and Save My Seat options for commuters who would like to put a hold on their vanpool participation either as a group or as an individual. Please contact us immediately if you would like to activate any of those two options. If you feel like neither one of these options work for your situation please contact us so can work with you to find a solution that works for you. We know this is a stressful time and want to reassure you that METRO will be here to serve you when you need us. If you have any questions or concerns please contact our customer service team. We would like to express our gratitude for hanging in there with us and we look forward to getting you back on the road.

Sincerely,

Your METRO Star Vanpool Team



**METRO Star Customer Service**  
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