

Hello Vanpoolers,

We would like to share updated contact information for our new service provider, Model 1 Rental and Leasing LLC, for the METRO Vanpool Program.

As Model 1 is our brand-new service provider, we kindly ask for your patience and understanding as we work diligently to streamline processes and procedures that will best accommodate and meet the needs of our customers — which is you. You are all very important to us, and we appreciate your continued support during this transition.

Please see the updated contact information below:

MODEL 1 PRIMARY CONTACTS

During Office Hours (8 a.m. – 5 p.m.)

Haley Stratton (Primary Contact)

Email: hstratton@model1.com

Phone: (317) 650-8985

Tyler Jordan

Email : tjordan@model1.com

Phone: (603) 751-2883

Jason Ananias

Email: jananias@model1.com

Phone: (765) 490-7207

Please note: All vendor-related communication should be directed through Haley Stratton, who will manage coordination and communication with Kramer and all vendors.

AFTER-HOURS SUPPORT

ProFleet

Phone: 800-692-1656

EMERGENCIES

ACCIDENTS OR INCIDENTS

Please report all accidents, incidents, vehicle damage, or theft to Model 1 within 24 hours.

- An **accident** occurs when your vanpool vehicle hits someone or something, or someone or something hits the vehicle.
- An **incident** includes theft of vehicle parts, vandalism, or damage caused by natural events.

If you are involved in an accident:

- Contact local law enforcement immediately, regardless of injuries.
- If there are injuries, call 911 immediately.
- Always cooperate with law enforcement and do not leave the scene until officially released.

Once you contact Model 1 Rental and Leasing LLC:

- A tow will be arranged if the vehicle cannot be driven.
- Transportation can be arranged for your group to continue to your destination.
- A loaner vehicle may also be issued if necessary.

BREAKDOWNS / ROADSIDE ASSISTANCE

If the Vanpool vehicle breaks down, please contact Model 1 Rental and Leasing, LLC immediately.

Please follow the prompts when calling.

You will need the following information:

- Vanpool ID Number
- Current Vehicle Location
- License Plate Number / VIN
- Total Number of Passengers in the Vehicle
- Your Destination

EMERGENCY RIDE HOME (ERH)

All registered METRO Vanpool participants are eligible for the Emergency Ride Home (ERH) program.

This service is available for midday emergencies or situations where a commuter must work overtime unexpectedly.

Each participant is eligible for **three (3) ERH rides per calendar year**.

Examples of emergencies include:

- Personal illness
- Family illness or emergency
- Unexpected Overtime

To schedule an Emergency Ride Home, contact:

METRO Vanpool Customer Service

713-224-7433

Monday – Friday | 8 a.m. – 5 p.m.

Transportation service typically arrives within 10–15 minutes, depending on availability in your area.

METRO Vanpool covers the transportation fare, excluding tolls and tips. Tipping is optional and not reimbursable.

Thank you again for your patience, cooperation, and continued participation in the METRO Vanpool Program.

METRO Vanpool Program

METRO Vanpool | Business Development



Office: 713-224-7433

METROVanpoolCS@ridemetro.org

1900 Main St, Houston, TX, 77002

www.RideMETRO.org/Vanpool