

# ATTENTION CARSHARE MEMBERS

## MAJOR PROGRAM CHANGES - - PLEASE READ



### New Employee - - soon

**The Carshare Coordinator position is currently vacant** with City Transportation Department staff managing the program until the position is filled. Program phone numbers remain unchanged. To contact us via email, please use our new email: [cartogo@ci.aspen.co.us](mailto:cartogo@ci.aspen.co.us).

Over the next few days, you may receive a call from staff regarding how you'd like your July charges processed (credit card or invoice). This is because some members vary their payment methods from month to month.

We are doing our best to provide you with an excellent level of service and ask for your patience as we are covering our own jobs as well. You can help us to keep the program running smoothly during this period by:

1. Completing trip tickets completely and accurately.
2. Using the roadside assistance program (see below) for vehicle issues such as flat tires, breakdowns, etc.
3. Being courteous to your fellow members by returning vehicles on time, reasonably clean and with at least 1/4-tank of fuel.

### New Name - - soon

#### **RFVV will soon be Car To Go!**

This change is a result of feedback from customers and the general public regarding the Roaring Fork Valley Vehicles name.

As we transition, you'll notice *Car to Go* decals appearing on cars along with new signs at carshare parking spaces. Our new website, [www.cartogo.com](http://www.cartogo.com), will also be up and running shortly.

You will still be able to access our vehicles in the same way you always have. More information coming soon.

### New Roadside Service - - now

**The carshare program has a new roadside assistance provider** called *Better World*.

The program covers all vehicles 24/7 and includes assistance with breakdowns, towing and lockouts.

Information about the new system will be placed in all vehicles next week. Until then, please note the important numbers below:

#### **Roadside Assistance Information**

Better World Member # 3700-0003-5798

Emergency Phone # 1-866-732-1427

### New Reservation System - - soon

**The carshare program will soon be converting to a new reservation system** called MetaVera. We expect that the new system will be in place by November. This system is used by carshare programs nationwide, and we are excited about the improvements MetaVera will offer:

- \*the ability to make reservations on-line and by phone;
- \*increased reliability; and
- \*easier and faster invoicing.

To make this transition as easy as possible, we will offer a number of opportunities for members to learn how it works including classes and detailed information sheets.

More information coming soon.



**Don't Forget!** We've given you a lot to digest. Here are the five items that we'd like you to remember.

1. A new employee is on the way.
2. Email us at [cartogo@ci.aspen.co.us](mailto:cartogo@ci.aspen.co.us).
3. Office phone remains 920-5066.
4. Better World is our new roadside program.
5. A new reservation system and program name are on the way.