INFORMATIONAL MEETINGS

December 2016

RideKC
Presenters

KCATA

- Tyler Means – Innovative Services Manager

vRide

- Angie Payne – Regional Business Manager – Central US
- Michelle Vosika – Customer Care Manager
- Darryl Cordrey – Fleet Logistics Coordinator

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Objectives of the Change

- Apply a **regional focus** and **expand service** to include Johnson, Leavenworth and Cass Counties.

- Gradual shift to **vehicles provided by vRide,** saving thousands of dollars in lump sum payments to purchase vehicles.

- **Simplified customer-focused business model** incorporating **new technology** and achieving **administrative efficiencies**.

- Restructure **pricing** to **incentivize groups** who main higher ridership levels.

- Provide **added conveniences** such as online credit card payments and simplified monthly vanpool reporting.

- Update **vehicle brand recognition** to match regional RideKC brand.

vRide Team Intros

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Michelle Vosika

Customer Care Manager

Darryl Cordrey

Fleet Logistics Coordinator

Overview of Program Changes

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Key Changes

Current Structure	New Structure	Associated Objective
KCATA Provided Vehicles	Initial vRide Management of KCATA vans. Transition to vRide Provided Vehicles.	Gradual transition as vehicles come due for replacement. Saves KCATA from lump sum vehicle purchases.
Fixed fare per rider, per month, based on mileage and including fuel.	$500 group fare not including fuel. Primary driver serves as account holder, receives bill and ensures payments are made.	Cost per person is tied to ridership and encourages passenger efficiencies. Primary drivers are notified of online rider payments. Or, primary can collect from riders and remit check.
Primary driver does not pay a fare.	Encourage continuation, but empower each group to determine cost-sharing arrangements.	Group retains flexibility to incentivize those who are account holders and responsible for vehicle maintenance.
WEX Fuel Card Assigned to Vehicle	WEX Fuel Card Assigned to the Account Holder. Every group must use the fuel card.	Beginning in 2017, a fuel card program must be in place to manage and access fuel related expenses reported to the Federal Transit Administration.
KCATA incorporates fuel into fares.	vRide does not incorporate fuel into fares.	Pricing reflective of distance traveled; compares favorably to peer systems

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Current Structure	New Structure	Associated Objective
500 Personal Miles	200 Personal Miles	Mirror industry standards. Ensure IRS regulation of 80% work commute usage is met.
Excess mileage fee of $0.54 per mile, charged monthly.	$0.25 per mile, charged upon vehicle switch, term or primary driver change.	Mirror industry standards.
Primary / Back-up Agreements Rider Agreement	Primary Driver Agreement Alternate Driver Agreement No Rider Agreement	Private Provider Procedure. All Primary/Alternate Drivers will need to sign new agreements. Blank copies to be distributed to Primary Drivers. Alternate Drivers will review online during driver application process.
Drug Screen & Physical for New Drivers	No Longer Required	Private Provider Standard.
Annual Vehicle Inspection & Driver Training	No Annual Vehicle Inspection 2 Required Computer Based Safety Trainings, Additional Ad Hoc as Required	Private Provider Standard.
Monthly Paper Reporting Passengers, Hours & Vehicle Inspection	Monthly Online Reporting Passengers, Hours, Odometer	Private Provider Standard.
Paper Based Driver Application Process	Online Driver Application Process	Private Provider Standard.

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Current Structure	New Structure	Associated Objective
Employer Subsidies Paid Direct to KCATA	Two Methods for Employer Contributions : (1) Direct Bill of All Vanpool Charges to Employers (Excluding Federal Agencies i.e. VA, IRS, Military, Etc.) or (2) Coordinate a Subsidy Pass Thru Direct to vRide to Post on Account Holder Statements.	Hallmark Groups – We are working through this with your POC. Anyone else receiving a subsidy from employer that are NOT federal employees, please notify vRide with POC contact info.
Vanpool ID Assigned – Example: VPID 033.	Replace with a 5 digit numerical ID to reference on all communications. ID will be placed on vehicle during an inspection in early January.	Conform with Private Provider Fleet Management System.
Comprehensive Maintenance Program – Inclusive of preventive and unscheduled maintenance. Reimbursement for expenses for wipers, bulbs and other minor items.	Comprehensive Maintenance Program - Coupons provided for instant authorization for items less than $50 to avoid out of pocket expense, but can be reimbursed if needed. Must use vRide approved vendors. Unscheduled maintenance aside from wipers, bulbs, etc. requires advanced authorization.	Continue Comprehensive Maintenance Program. Will receive a Drive Guide reviewing all program details later in December.
Comprehensive Insurance Program	Comprehensive Insurance Program - $0 Deductible. Must report all accidents or incidents to a toll free number to partner Fleet Response. They will coordinate repairs, vRide to coordinate loaners.	Continue Comprehensive Insurance Program – Details outlined in Driver Agreements.

Additional Service Features

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- Expanded Payment Options

- Route & Roster Management

- Access to Billing Details

- Simplified Monthly Online Reporting

- Automated Driver Approval Process

- Computer Based Safety Training

Future Fare Structure

- Fare change occur when replaced with vRide owned vehicle.

- vRide to charge full monthly fare including vehicle costs.

- KCATA to provide a subsidy to offset a portion of the capital costs of vehicle.

vRide Service Features Explained

vRide Maintenance Program

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- Service Vendors
  - Dealerships
    - Currently Use – Vans Chevrolet
    - vRide may continue, change or add dealerships, will advise.
  - National Accounts
    - Goodyear
    - Firestone
    - Pep Boys
    - Additional Vendors
- Scheduled Preventive Maintenance
  - Online Coupon Book
- Glass Repair

vRide Maintenance Program

- Unscheduled Repairs

- Warranty

- Breakdown

- Loaner Vehicles

- Recalls

Accident/Incident Reporting

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Fleet response

- Toll Free Phone Number
- Live Agents Perform Intake
- vRide is Notified
- Loaners Coordination

Preliminary Billing Process

- Generated 15th – 18th of Each Month
- Payment Due 5th of Each Month
  - Example:
    - Invoice mailed around January 15th
    - For Service Month of February
    - Payment is Due by February 5th
      - Account Holder Can Mail Check(s) to vRide – acct # & van # on check
      - All participants can pay with Credit Card Online
- Online Account
  - Statements Uploaded within 24-36 Hours of Completion of Billing (PDF)
  - View Recent Payments
  - View Charges Since Last Statement

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Billing Account Transition

- KCATA will be paid direct for all services through January 31.

- If your security deposit has not been deducted from your final bill, contact Debby Trammell.

- vRide will be paid starting with the February service month.

- Settle your account with KCATA, start a new account with vRide.

- No balance transfers will occur between KCATA and vRide.

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Ridership Assistance

- Now through January 31
  - Determine February Cost Per Rider w/ Current Roster
  - Vanpool Fare + Fuel + Washes + Tolls + Parking
  - Divide by Paying Riders to Get Cost Per Person

- Determine if Group Wants to Add Riders to Reduce Cost
  - Contact vRide
  - Send Magnet Signs, Posters & Search Database

- Future – February 1 and Beyond
  - vRide to Monitor Rosters and Will Reach Out if Concerned
  - Immediately Upon Notification of a Rider Termination, Contact vRide Customer Care (Michelle)

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Immediate Next Steps

- Everyone will Receive E-Mail Instructions Based on Role
  - Advise Michelle Vosika if Role is Changing or if you Do Not Receive E-Mail.
- Primary Drivers
  - Create Account
  - Create Route
  - Invite Vanpool Participants
  - Apply to Drive
- Alternate Drivers
  - Apply to Drive
- Alternate Drivers & Riders
  - Respond to Invitation to Join Vanpool
  - Create Account

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Time Line & Next Steps

- Week of December 12, 2016
  - Instructions Sent to Program Participants by vRide, Primary Drivers to Begin Account Set-Up upon Receipt and Invite Group Members.

- December 19, 2016
  - Sample Agreements and Fuel Card Applications Sent to Primary Drivers. You will select your fuel allowance.

- By December 21, 2016
  - Each group route and roster built online
  - All driver applications completed online

- January 2 – 10, 2017
  - Complete Vehicle Inspections – Interior, Exterior, Odometer , BY APPT, Meet with vRide & KCATA Rep
  - Receive Proof of Insurance (Eff 2/1/17) & Operating Materials Kept in Vehicle

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Time Line & Next Steps

- By January 10, 2017
  - Vanpool Agreements Executed
  - Fuel Card Applications Submitted

- Between Jan 15 – 18
  - vRide invoices generated and mailed.

- By January 22, 2017
  - Primary Driver Receive Invoice for February, Communicate Amount to Pay to Participants (US Mail only to account holders only.)

- By February 5, 2017
  - Program participants pay February bill

- February 1, 2017
  - Return Passenger, Hours and Vehicle Inspection Reports for January Direct to KCATA. Due on the 1st, need no later than the 5th.

- Between March 1 – 10, 2017
  - Complete Monthly Reporting Online (Primary Drivers or Designated Coordinators)

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vRide Contact Info

- Email Inquiries
  - RideKCVan@vride.com
- Local Mailing Address
  - 7280 NW 87th Terrace, Suite C-214
  - Kansas City, MO 64153
- Office Phone: (816) 759-08464
- Fax: (816) 908-3779
- Michelle Vosika – Cell (816) 914-7718
- Darryl Cordrey – Cell (513) 236-0147

RideKC Contact Info

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- Email Inquiries
  - Tmeans@kcata.org
- Local Mailing Address
  - KCATA
  - ATTN: Tyler Means
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  - Kansas City, MO 64108

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