



Debby Trammell  
Special Programs Coordinator  
Kansas City Area Transportation Authority  
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Kansas City, Mo. 64108

Nov. 28, 2016

Dear valued Vanpool customer:

We sincerely appreciate your support of our AdVANTage Vanpool program. We hope we've helped make your daily commute an easy and seamless experience over the years. We're excited to give you a heads up about some upcoming changes to our program. Starting Feb. 1, 2017, Vanpool will be contracted out to vRide, Inc., a private firm administering vanpool programs with more than 7,000 vehicles nationwide. Partnering with vRide will give our Vanpool customers more value. The program will expand its reach to new parts of our region and make it simpler for everyone to use.

As we move the administration of our program to vRide, we're thrilled about the expanding our service to cover a seven-county area including Jackson, Johnson, Wyandotte, Clay, Platte, Leavenworth, and Cass counties. We will introduce new technology making Vanpool more convenient. Credit card payments will now be accepted. Vanpool routes and rosters can be managed online. Vanpools with available seats will appear online for commuters, an advancement that will help attract riders. These changes may also mean an increase in the cost of Vanpool plus key revisions in the fuel card policy.

We invite you to watch an upcoming webinar explaining our new Vanpool services at:

<https://attendee.gotowebinar.com/rt/223280404265583875>. It's important for our Vanpool customers to watch one of these webinars since they offer a chance for questions and answers. At the very least, it's strongly urged that each Vanpool driver or coordinator participate in the webinar although someone else can fill in. Here's the upcoming schedule:

- 6:30 p.m., Monday, Dec. 12, 2016
- Noon, Tuesday, Dec. 13, 2016
- Noon, Friday, Dec. 16, 2016

If you have any questions, please call me at 816-346-1820. I will do what I can to ease the transition for our customers. As the program changes hands, Michelle Vosika will be the contact for our customers at vRide. Michelle can be reached by email at [michelle.vosika@vride.com](mailto:michelle.vosika@vride.com) or by phone at (816) 759-8464. We ask that you wait to contact Michelle until you've watched the webinar. Thanks again for your continued support as we shift management of Vanpool to vRide.

Sincerely,

Debby Trammell