



"A Customer First Company"

December 2010

Welcome to the December 2010 Edition of "On the Move"

Merry Christmas

On behalf of Keith, Pamela, and the rest of the K&K Family we would like to wish all of you a very Merry Christmas. We pray that you and your family will be blessed not just this holiday season but in 2011 as well.



During this season would also like to express what a great privilege it is to serve all of you each and every day. We are fortunate to be able to work and commute with such great people. God Bless.

K&K Connections Welcomes Keisha Ross

Have you noticed a new voice on the K&K phone line? We would like to introduce and welcome Keisha Ross to the family. Keisha has been assisting Melanie with customer service responsibilities such as monitoring the K&K phone line, referring customers to our website for detailed route information, and providing support for other administrative tasks. If you have any questions concerning K&K please feel free to call the main line or us at info@ridek2k.com.

Please Keep Our Fellow K&K Members in Your Prayers

As many of you know, both Lorraine Meredith and TJ Branch have experienced some medical challenges. Both have been with us from the very beginnings of this company and we are asking for all of your prayers for their speedy recoveries and that 2011 will bring them health and healing.

Important K&K News and Announcements

Please take a moment to review the following announcements:

1. For SmartBenefit members who are switching over to the GoCard, K&K Connections has arranged to start accepting these card payments. However, a \$4 processing fee will be taken out of each \$120 payment and \$8 for a \$230 payment. That means the first \$4 of all \$120 credit card transactions and \$8 of each \$230 will go towards the processing fee. The member is responsible for making up the \$4 or \$8 difference in a check or cash payment.
2. Starting in January, prior to K&K Connections providing approval to new members to drive the company van, they will be required to fill in DMV form CRD93 along with the customary K&K membership forms, authorizing us to receive and maintain a hardcopy version of their DMV driving record.
3. The non-driver rate is increasing to \$100 over the driver's rate starting in January.
4. By Tuesday, Dec. 21, please discuss your holiday travel schedule with your coordinators.
5. We welcome Veronica Thompson and Carlon Clarke of Affordable Mobile Oil Change to our van maintenance team.

A "Yellow Light" For December Driver Complaints

Below are complaints called into our main line or emailed to us this month from angry motorists. Please take these complaints seriously. As a driver you are responsible for your safety, your van members' safety, and the safety of others sharing the road with you.



- Van 029 – on 12/8, was seen speeding on the interstate
- Van 031 – driving unsafely weaving in/out of traffic on 12/17.



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Subsidy Update From NCR Transit Manager's Update Report

Below is the latest information regarding the possibility of subsidy extension. *We advise you to check with your organization for confirmation.*

DECEMBER 2010 MAXIMUM SUBSIDY EXTENSION

On Friday, December 17, President Obama signed the Reid-McConnell Tax Relief, Unemployment Insurance Reauthorization and Job Creation Act of 2010. Included in this bill was a provision which extended the maximum monthly transit benefit of \$230 per month through December 31, 2011. Department of Transportation (DOT) has advised that they are capable of providing the extended maximum benefit of up to, but not to exceed \$230 per month beginning January 1, 2011.

In the National Capital Region (NCR), employees may be required to take additional action based on their mode of transportation.

Employees who allocate all or part of their monthly benefits to an authorized Van Pool must log into their [WMATA Smart Benefits Passenger Allocation Account](#) by **THURSDAY, DECEMBER 30** to update their allocation for January 2011.

Those employees who have not updated their allocations by the posted deadlines will have any remaining benefits made available to download to a SmarTrip card at the passes/farecards machines located in all Metro Rail stations. Please be advised that once these benefits are downloaded to a SmarTrip card, they can only be removed for use on a SmarTrip compatible mass transit system. Employees who do not update their allocation, but are unable to use benefits downloaded to a SmarTrip card should not download any benefits to their SmarTrip card, and should contact their Organizational Transit Manager immediately so that arrangements can be made for them to pick up Smart Benefits Vouchers for any remaining amount during make up distribution day at VACO on Tuesday, January 4. **Smart Benefits Vouchers will not be issued to any participant who downloads January benefits to their SmarTrip card.**

Employees warranting increases, who picked up Smart Benefits Vouchers for use on MTA buses at VA sites during the week of December 13 will have the ability to pick up the difference for January, February, and March either at make up distribution at VACO on Tuesday, January 4, or at the DOT walk up window between 8:30 a.m. and 4 p.m. any other business day of the month.

Employees who download all their monthly benefits to a SmarTrip card will be able to download amounts up to \$230 as normal. No additional action is required.

All amounts have been updated in DOT's system to reflect current monthly benefit amounts as of December 10, 2010. Any SmartBenefit amount changes made after December 10 will be made effective February 1, in accordance with standard deadlines.

Please direct any questions to your Organizational Transit Manager. Thank you.

New Emergency Ride Home Procedure and Program Notice

"RideFinders no longer has a contract with Enterprise Car Rental. However, RideFinders is working diligently to solicit a new car rental vendor(s) for the program. If you are a long distance commuter that would need a car rental in the event of an emergency, RideFinders will use a current taxi cab vendor to get you home up to the \$250 yearly maximum program allowance. On a case-by-case basis, there may be a rental car vendor willing to honor the terms of the program; however, the vendor must contact RideFinders for approval before delivering the service. Once a new provider(s) is identified, Ridefinders will post the information on their website and will send notices to the ERH clients.

For all after hours Emergency Ride Home calls, please contact Napoleon Taxi Cab company at (804) 354-8294. Napoleon will follow the RideFinders verification process. Commuters are still responsible for contacting RideFinders the next day to report usage. Veterans Cab and Yellow Cab will no longer accept any RideFinders Emergency Ride Home calls."

*Information taken from

<http://www.ridefinders.com/FrontEnd/HTML/news.asp?id=107>

K&K Connection December Birthdays

Keith Trent
Norbert Gloser
James Hayes
Onika Williams

Jessica Patterson
Kim Henderson
Jastar Singh

We apologize for any birthdates we may have missed. If you have an upcoming birthday in January we would love to recognize you, please send your birthdates to owilliams@ridek2k.com

Welcome To K&K Connections

We would like to extend a warm welcome to our new members who joined K&K Connections in December. We also say a special welcome to our newest vanpools, MV007 coordinated by Lin Zheng and MV011 coordinated by Valerie Cunningham.

We are so happy to have you in the
K&K Connections Family!

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