INFORMATIONAL MEETINGS
December 2013
vRide Introductions
Customer Care Team

- Cecilia Cannon
  - Customer Care Manager
- Sharon Smith
  - Customer Care Specialist
- To Be Announced
  - Driver

- Transition Questions
- Vehicles
- Insurance
- Maintenance
- Billing
- Fuel Card
- Online Route & Roster
- Mileage Reporting
vRide Introductions
Sales Team

- Alice Lee-Cook
  – National Account Executive

- Aimee Cortez
  – Business Development Executive

✓ Low Ridership – Recruitment Assistance
✓ Employer Outreach
✓ New Group Formations
OVERVIEW OF PROGRAM CHANGES
New Service Features

- Brand New Vehicle
- Full Tank of Gas at Delivery
- More Personal Miles (200/Month)
- No Fee Online Payment
- Online Dynamic Ridematching
  - Market your Route
  - Fill Empty Seats
- Easy & Convenient Mileage Reporting Using Technology
  - Smart Phone Application
    - iTunes or Google Play
  - Web Interface
vRide Maintenance Program

- Service Vendors
  - Local Vendor Accounts
    • Lambs
  - National Accounts
    • Goodyear
    • Firestone
    • Pep Boys

- Scheduled Preventive Maintenance
  - Coupon Book

- Glass Repair
vRide Maintenance Program

- Unscheduled Repairs
- Warranty/Recalls - Henna Chevrolet
- Breakdown
- Loaner Vehicles
Accident/Incident Reporting

- What To Do
- Who To Call
VEHICLES – PRODUCT REVIEW

YOUR **NEW VEHICLES ARE ARRIVING IN JANUARY!**
## 8 & 12 Passenger - Factory

### Safety
- Driver and Passenger Frontal Airbags
- Head Curtain Side-Impact Airbags (First 3 rows)
- Enhanced-Technology Glass for Rearmost Side Windows
- Tire Pressure Monitoring System
- Four Wheel Disc Anti-Lock Braking System
- StabiliTrak® Electronic Stability Control System
- Daytime Running Lights

### Mechanical
- V-8 Engine
- Oil Life Monitoring System
- Automatic Transmission
- Power Steering
- Power Brakes
- Battery with Rundown Protection
- 31 Gallon Fuel Tank
- Painted Steel Wheels with Chrome Center Caps
- All-Season Radial Tires
- Conventional Spare Tire
- Independent Front Suspension
Comfort & Convenience

• Rear Air Conditioning & Heat with Rear Controls
• Sunscreen Privacy Glass
• AM/FM Stereo CD Radio
• Power Windows, Mirrors & Door Locks
• Remote Keyless Entry
• Driver & Passenger-Side Running Boards
• Tilt Steering Wheel and Speed Control
• Front High-Back Cloth Seats
• Rear Low-Back Bench Seats
• Full-Length Carpeting
8 & 12 Passenger - Luxury

**Safety**
- Driver and Passenger Frontal Airbags
- Head Curtain Side-Impact Airbags (first 3 rows)
- Enhanced-Technology Glass for Rearmost Side Windows
- Three-Point Seat Belts & Shoulder Harnesses, all positions
- Tire Pressure Monitoring System
- Four Wheel Disc Anti-Lock Braking System
- StabiliTrak® Electronic Stability Control System
- Daytime Running Lights

**Mechanical**
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- Tilt Steering Wheel and Speed Control
- Front High-Back Cloth Seats
- Rear High-Back Reclining Cloth Seats with Armrests
- Individual Overhead Reading Lamps
- Full-Length Carpeting
12 Passenger - Luxury

Comfort & Convenience
• Rear Air Conditioning & Heat with Rear Controls
• Sunscreen Privacy Glass
• AM/FM Stereo CD Radio
• Power Windows, Mirrors & Door Locks
• Remote Keyless Entry
• Front High-Back Cloth Seats
• Rear High-Back Reclining Cloth Seats with Armrests
• Driver & Passenger-Side Running Boards
• Tilt Steering Wheel and Speed Control
• Individual Overhead Reading Lamps
• Full-Length Carpeting
Chevrolet Traverse

COMFORTS:

- Front reclining bucket seats.
- 7-Pass seating with 2nd-row and 3rd-row 60/40 flat-folding-split-bench seats.
- Front and rear air conditioning.
- Driver Information Center Cruise control.
- Power windows w/ driver Express-Down.
- Tilt adjustable steering column.
- Color Touch AM/FM/HD Radio,™ CD player, 6.5” diagonal touch screen display, USB port and auxiliary input jack, Rear Vision Camera display integrated into Color Touch Radio.
- Bluetooth® wireless technology for select phones.
- Remote Keyless Entry Programmable power door locks.
- Premium cloth seat trim.

*Models and accessories may vary.*
Chevrolet Traverse

FEATURES:

- Front- or all-wheel drive.
- 3.6L VVT V6 SIDI with 281 hp and 266 lb.-ft. of torque (with single exhaust).
- 6-speed automatic transmission.
- Standard variable valve timing.
- Spark Ignition Direct Injection.
- 4-wheel disc antilock brakes.
- Independent front and rear suspension.
- Power steering.
- Spare tire, jack and equipment.
- Aluminum wheels.
- Liftgate with wiper/washer.

SAFETY:

- Front and side-impact air bags for driver and front passenger and head curtain side-impact for all rows in outboard seating positions.
- Head curtain side-impact air bags for all 3 rows; includes rollover sensing.
- OnStar® 6-month Directions & Connections Plan with Turn-by-Turn Navigation.
- StabiliTrak® stability enhancement.
- Daytime Running Lamps and automatic lamp control.
- Tire Pressure Monitoring System.
- Integral spotter mirror.
Vehicle Swaps

- Scheduled by appointment during January
- Swap vehicles at Capital Metro North Operations
- Drive away with a full tank of gas!
Vehicle Assignments

- vRide Will Adjust Assignments
- Orders Placed with GM in October
- Sheet Circulating to Review Your Groups Vehicle

vRide Assumptions
- 12 Factory with 12 Passengers = 12 Luxury (5)
- 12 Factory with High Mileage Commute = 12 Luxury (0)
- 8 Factory with 6+ Passengers = 8 Luxury (13)
- 8 Factory with High Mileage Commute = 8 Luxury (2)
- 8 Factory with 5 Passengers = Traverse (18)
- 8 Factory with 6 Passenger & High Mileage = Traverse (1)
- Prius groups High Mileage or 5 Riders = Traverse (3)
- Prius groups 4 or Less = We Need Your Input
Billing – Statement

Preliminary Billing Process

- Generated 15th of Each Month
- Payment Due 5th of Each Month
  - Example:
    - Invoice mailed around February 15th
    - For Service Month of March
    - Payment is Due by March 5th

- Mailed Statements Take Approx 5 Days to Reach TX

- Online Account
  - Statements Uploaded within 24-36 Hours of Completion of Billing (PDF)
  - View Recent Payments
  - View Charges Since Last Statement
Ridership Assistance

- Now through January 31
  - vRide Knows Who You Are
    - Prius Groups
    - 8 Passenger Vans with 5 or Less Riders (OR)
    - 12 Passenger Vans with 8 or Less Riders (OR)
    - Any Group Wanting to Add Riders
  - Alice Lee-Cook and Aimee Cortez are Prepared to Immediately Assist
    - Order Magnetic Rider Wanted Signs
      - Please Provide “From” and “To” Locations (Cities)
    - Rider’s Wanted Flyers to Post at Worksite
    - Employer Outreach & On-Site Recruitment – Provide vRide with a HR Contact Name

- 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 (Cecilia or Sharon)
What is Needed from Primary Drivers/Coordinators

- New Account Set-Up (Single Sign On)
  - www.vride.com/capital-metro
  - Instructional Handouts Available Today
  - Create Vanpool
  - Invite Your Riders to Join Pool

- Complete Online Driving Application
  - See Link on Website Footer

- Contact vRide to Change Assigned Vehicle Type, *Only if Applicable*

- Complete Fuel Card Application
  - Need to order card while fare policy considered.
  - No charges/usage until customer activates by phone.
  - If card is not needed, will cancel the card and you destroy.
What is Needed from Alternate Drivers

- Respond to Email Invitation from Primary Driver/Coordinator to Join Vanpool and Complete Account Set-up (Single Sign On)

  Hi,
  Interested in VanPooling? Check out the VanPool: Troy to Detroit-EXAMPLE, which travels between Mall Entrance, Somerset Collection, Troy, MI 48084, USA and 500 Woodward Avenue, Detroit, MI 48226, USA. [https://poolportal.vride.com/vride/findaride/pool?id=16580](https://poolportal.vride.com/vride/findaride/pool?id=16580)
  -Your Primary Driver

- Complete Online Driving Application
  - See Link on Website Footer
What is Needed from Riders (Non-Drivers)

- Respond to Email Invitation from Primary Driver/Coordinator to Join Vanpool and Complete Account Set-Up (Single Sign On)

Hi,
Interested in VanPooling? Check out the VanPool: Troy to Detroit-EXAMPLE, which travels between Mall Entrance, Somerset Collection, Troy, MI 48084, USA and 500 Woodward Avenue, Detroit, MI 48226, USA. https://poolportal.vride.com/vride/findaride/pool?id=16580
-Your Primary Driver
Time Line & Next Steps

- **By December 13**
  - Everyone Complete Single Sign-On and is Affiliated with their Vanpool Route
  - Entered in Drawing - 4 iPad2 WiFi Prizes

- **January 2014**
  - Vanpool Deliveries – To Be Scheduled 2nd, 3rd & 4th Weeks
  - Upon Switch, Customer Care transitions to vRide
  - To Capital Metro – January Payments and Mileage Logs through date of switch
  - To vRide – Paper Mileage Logs for Remainder of January Only
  - View Instructional Materials for Electronic Mileage Tracking for February 2014

- **February 2014 and on…**
  - Payments to vRide
  - All Ridership Matters to vRide
  - Mileage Reporting to vRide – Automated – Mobile App & Web Interface
  - All Customer Care by vRide – Maintenance, Insurance, Billing, General Q&A
PROPOSED FARE CHANGE
OVERVIEW
Objectives of the Change

- Set **pricing to reflect the distance traveled** by each vanpool.
- Encourage participation in the program by **incentivizing larger groups**.
- Apply a **regional focus** to the program by better serving commuters who live outside the service area but in the urbanized area.
- Structure costs to **mirror the Capital Metro fee structure** under contracted service model.
- Ensure that fares for the program **compare favorably to peer systems** and **remain cost-advantageous** over the cost to the participant to drive a personal vehicle for the same commute.
## Proposed changes

<table>
<thead>
<tr>
<th>Current Structure</th>
<th>Proposed Structure</th>
<th>Associated Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare of $60 per rider, per month</td>
<td>Change in structure – no longer charging per person. Capital Metro investment of $600 per van per month in FY2014; Decreases to $500 in FY2015</td>
<td>Incentivizing larger groups; Remain cost-advantageous</td>
</tr>
<tr>
<td>Primary driver does not pay a fare</td>
<td>Encourage continuation, but empower each group to determine cost-sharing arrangements</td>
<td>Mirror Capital Metro fee structure</td>
</tr>
<tr>
<td>Out of Service Area fee of $0.71 per mile</td>
<td>Flat fee of $50 per month per van if origin or destination is out of the service area</td>
<td>Mirror Capital Metro fee structure</td>
</tr>
<tr>
<td>Excess mileage fee of $1.08 per mile (if over 75 miles above scheduled commute)</td>
<td>Eliminate fee, monitor for abuse</td>
<td>Mirror Capital Metro fee structure</td>
</tr>
<tr>
<td>Capital Metro pays fuel</td>
<td>Customer group pays fuel</td>
<td>Pricing reflective of distance traveled; Compare favorably to peer systems</td>
</tr>
<tr>
<td>Local bus monthly pass, upon request</td>
<td>Eliminated</td>
<td>Compare favorably to peer systems</td>
</tr>
</tbody>
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