



# "A Customer First Company"

## February 2010

## Welcome to the February 2010 Edition of "On the Move"

### **Phyllis Ohree - K&K's People are What Make the Difference**

We don't want to start this new year without first recognizing one of the key people who has aided in the success of K&K Connections - Phyllis Ohree. Phyllis became a part of the K&K family back in the summer of 2006. She was a rider on Keith's van to Washington, DC. Shortly after joining K&K she recognized a need for a van leaving from the east end. She worked with Keith on starting a new van and became the Coordinator for Van 10. During a recent talk with Phyllis she commented that we still have many people with the K&K family that started out in the early days with her on Van 10. Those people include Deborah Nickerson, Dan Hand, Kathyleen Conyers, Roz Mattocks, and Danyale Little just to name a few. While she does not miss her commute she comments that what she truly misses are the people she rode with everyday. In September 2008 Phyllis took over the much of the administration of the day to day operations of K&K. She did an excellent job working with many of you on finding the right van to meet your needs. She always sent rosters out promptly and prided herself with excellent customer service. She also worked behind the scenes to help Keith move vans and on many other special projects. She has truly been a key player in the success of the company. Recently Phyllis has decided to move on from K&K Connections to fully enjoy her retirement and pursue other interest. We will all truly miss her but know she will always be a part of the family.

If you would like to write a comment to Phyllis she is still checking her K&K email. Feel free to send best wishes to [pohree@ridek2k.com](mailto:pohree@ridek2k.com). All other business matters should be sent to [mholden@ridek2k.com](mailto:mholden@ridek2k.com) or [info@ridek2k.com](mailto:info@ridek2k.com).

### **Melanie Holden - Your New Contact for K&K**

Many of you may already know Melanie Holden however, there are quite a few of you who have not been introduced to her. We would like to take this opportunity to formally introduce her as your new contact for all administrative inquiries. Melanie has transitioned to take on all of the duties formally held by Phyllis Ohree. She has done an excellent job working with Phyllis to ensure that the transition runs smoothly without any interruptions to you our customer. Melanie brings a lot to the table for us at K&K. What many of you may not realize is that Melanie has worked with K&K in different capacities over the years so we are extremely excited that she is now taking on a larger role. Melanie has extensive experience with organizational management and years of experience in customer service and marketing. She is no stranger to how a company's day to day operations should be run and we look forward to all of the input she will have in the future as we move into 2010. Some of the duties Melanie will be handling include updating and sending out van rosters, assisting potential K&K riders with route inquiries, assigning new riders to vans, sending out company wide email and correspondence, sending email alerts to ridership, insurance information, and many other behind the scene duties. She now has the K&K phone and will be the new voice you hear when you call into our main line. In addition to all of these duties, Melanie will be marketing our company at RideFinders' van formation meetings and many state and local events and fairs. Please help us welcome Melanie into this new role. Also, please assist her with any questions she may have of you as she continues her transition. Finally if you are aware of any opportunities within your company or our community where Melanie can go and share the wonderful benefits of riding K&K please feel free to forward the information to her at [mholden@ridek2k.com](mailto:mholden@ridek2k.com). She would be happy to hear from you.

# "A Customer First Company" February 2010



## K&K - A Look Back

No one could imagine back in 2005 when K&K was a fleet of 2 vans how quickly the company would grow. Today we have close to 30 vans making up our fleet. This includes both 15-passenger vans as well as minivans. We also have over 250 full-time riders and many occasional riders.



- We provide professional van cleaning services - We handle all details of getting vans clean and ready for your commute.
- Van coordinators receive a gas card - We provide gas cards with no caps. This means you will not be responsible for gas charges over a certain amount of money.
- Our staff collects comes to you to collect monthly payments so you do not have to spend money out your pockets to mail.
- Riders are not limited to only riding on one van - Once you join us you become a part of the K&K Connections, LLC family. If you need to ride on another vanpool you can make arrangements with the respective van coordinator.
- We stay connected with you through our monthly newsletter and encourage your feedback with our rider feedback form.

These are just a few things that set us apart from other companies. As we move into 2010 plan to continue to grow. Since all of you are an important part of our success please feel free to send us comments on how we can improve service. You can complete a rider feedback form located on our website [www.ridek2k.com](http://www.ridek2k.com) or feel free to email Melanie Holden at [mholden@ridek2k.com](mailto:mholden@ridek2k.com).

## Driving Safely in Icy Conditions

Here are a couple of tips taken from Weather.com on how to drive safely on icy road:



While there have been changes over the years one thing has been constant, K&K's commitment to be a "Customer First Company." We have always tried to give riders a voice which shows in the number of riders still with us over 3 years. While we have seen drastic shifts in gas prices over the past 5 years we still continue to stay competitive in pricing, only passing on what is necessary to you the customer. We also pride ourselves with what we feel makes us stand out amongst our competition. We recognize that there can be differences in policies, procedures, programs, and costs between vanpool providers. Below are just a few things we do each day to put you first as the commuter:

- A vanpool can be started with as little as 7 riders - Many companies would like you to have at least 9 to 10 individuals before beginning a vanpool.
- We can assist you with finding other commuters for your vanpool.
- We handle all maintenance - Our staff will personally handle all van repairs and maintenance. We save you time by personally picking up your vans for service.



# "A Customer First Company"

## February 2010

- Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you.
- Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
- Turn on your lights to increase your visibility to other motorists.
- Keep your lights and windshield clean.
- Use low gears to keep traction, especially on hills.
- Don't use cruise control or overdrive on icy roads.
- Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.
- Don't pass snow plows and sanding trucks. The drivers have limited visibility, and you're likely to find the road in front of them worse than the road behind.
- Don't assume your vehicle can handle all conditions. Even four-wheel and front-wheel drive vehicles can encounter trouble on winter roads.

Information taken  
<http://www.weather.com/activities/driving/drivingsafety/drivingsafetytips/snow.html>

### K&K's January and February Birthdays

We would like to thank all of you who sent out your birthday updates to me in December. Also happy birthday to the following January and February Birthdays!

Sharon Brinkley  
 Cynthia Alsop  
 Vanessa Morton  
 Loretta McCray  
 Darvi Matthews  
 Carolyn Joseph  
 Robert Swann  
 Anil Sharma  
 Alicia R. Kirton  
 Brandon Lorthridge  
 Brian Young

Jessica Patterson (December)

As always if we missed your birthday please email [owilliams@ridek2k.com](mailto:owilliams@ridek2k.com)

### Save The Date

Mark your calendars for an exciting K&K family event. On June 12, 2010 we will be having a K&K get together at the Defense Supply Center in Richmond, VA.



This will be a great opportunity for everyone to come together for laughs, fun, and good food. Bring your family! Everyone is invited. Stay tuned for more information.

### Welcome All New K&K Riders!

We would like to welcome all of you that joined us in the months of January and February. We are so pleased that you have decided to ride with K&K and we are here for you. If you have any questions about our services please do not hesitate to contact us at [info@ridek2k.com](mailto:info@ridek2k.com).

