



**"A journey of a thousand miles
begins with a single step"**

Tots2Teens Rider Handbook



Meet Heather Walker



Allow me to introduce myself. My name is Heather Walker and I am a previous child care provider of 16 years. I was also an assistant manager in a big box retail establishment for four years.

I understand children, business and customer service. Having experienced both sides of owning and simply running a business, I have found that my true passion is working with children in some way and owning my own business.

I understand the need for reliable, insured, and child-oriented transportation service in our community. Parents have often been confronted with the frightening dilemma of juggling schedules and getting their children from point A to point B. Our community needs someone that can be trusted to help care for their little ones. Someone with the same compassion and care she gives her own children.

That's where I come in. I want to go back to helping care for children. Many child care providers are unable to transport children to preschool, school, after school activities, etc..

I believe there is a definite need for this service and would like to be a part of everything this business has to offer parents, providers, and teachers.



Welcome to the T2T Family

Congratulations! You are now part of the Tots2Teens family. We take the safety of the children we transport very serious here, as well as the safety of other riders, and drivers.

Please take a minute and flip through this handbook to familiarize yourself with T2T policies, fees and expectations. If you have any questions feel free to contact us.

Everyone hates fees; let's avoid them

We take tardiness seriously. We love people who communicate. Communication goes a long way in this line of business; after all, parents are trusting myself and T2T driver's with their children.

Additional fees

A **\$5** wait fee will be added to the transport if your child is not ready at the scheduled time of pick up or if parent is not home at time of drop off. Fee will **increase \$5 for every 5 minutes**, that the driver is waiting.

If your child is not ready for transport at scheduled time and, we have to come back, you will be charged **2 transport fees** plus the **\$5 wait fee**.

Coming back for a pick up will depend on flexibility in the driver's route. This does not guarantee your child will still arrive on time.

\$15 No-call/No-show fee will be charged if you do not contact T2T to cancel scheduled transport; fee is charged if we are not notified before driver is in-route to transport.





FREQUENTLY ASKED QUESTIONS

- **Request:** Transport requests for the following week are to be sent via text Tuesday; responses are needed Thursday or the latest Friday by 5pm.
- **Billing:** Invoices are emailed Friday, using Quick-Books.
- **Registration Fee:** There is a \$30 registration fee, that will be invoiced after required paperwork has been received by routing specialist. This covers administrative set up in our systems.
- **Forms of payment accepted:** Cash, check, credit, debit, or money order.
- **Extracurricular Activities:** If your child becomes involved in extracurricular activities we will try, but in some cases, we may NOT be able to accommodate changing transportation times. Communication is the key.
- **Contact Information:** Changes to contact information needs to be updated with T2T. Ex: Phone, employment, email address, address.
- **Pick up:** Riders need to be ready **5** minutes **prior** to scheduled pick up times.
- **Changes to transport:** Please notify **T2T** and **school/daycare** of any changes to transportation, as soon as changes are known.

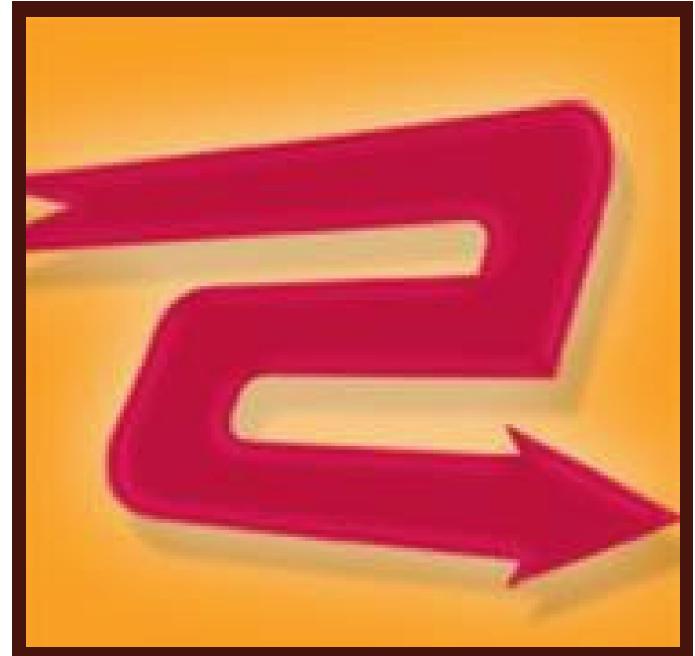


Behavior on Vans

We have a very simple discipline policy here at T2T. Over the years between child care and transportation we have found this the most effective.

What we expect from our riders

- Cell phones are allowed to be used on the vans unless it becomes a distraction to the driver.
- Destruction of T2T property will not be tolerated nor will destruction of other T2T riders property.
- Please talk to your children about the importance of vehicle safety.
- Staying in assigned car seat.
- Children must remain buckled until the van has made a complete stop.
- Be respectful to drivers and other riders.



Tots2Teens Buckle Policy will be enacted if:

The driver reports that your child was out of their seat, **walking around van/moving seats**.

This is a matter we take very seriously. This is dangerous for your child, other children on the van, the driver, and other vehicles on the road.

We have a FIRM policy for this situation:

- 1.Verbal warning
- 2.Automatic termination of rider

For all other disciplinary violations the following will be enforced

Discipline policy:

1. Verbal Warning
2. Written Warning
3. One week Suspension
4. Termination of transportation



Tots2Teens
Transportation

Where transportation is safe, reliable and fun!



Meet The T2T Driver's



Mr. Scott

Mr. Scott is Heather's partner. Scott ended his employment managing big box stores in 2017 to assist Heather with her rapidly growing business, becoming partner shortly after. The kids love Mr. Scott and his silly, outgoing personality. He's known for passing his tootsie rolls to kiddos for positive behavior; our drivers have found that a little treat gives the kiddos something to look forward too.



Mr. Lonnie

Mr. Lonnie has been with us since 2016. The kiddos love their transports with Mr. Lonnie and the tootsie rolls he's known for handing out when kiddos have been behaving well on their transports. We like to think of Mr. Lonnie as a superstar around here; he is always jumping in to lend a hand,



Ms. Amy

We all love and appreciate Ms. Amy. Like most of our drivers she has been with us since 2016. She is a trustworthy and hard worker who we can always depend on to pick up extra slack, jump in for a last minute transport, and overall just going above and beyond. Transporting some of these kiddos for years, she treats them as she would her own daughter.

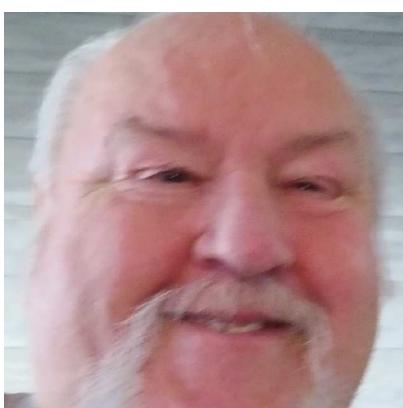


Meet More Amazing T2T Drivers



Mr. Gene

Mr. Gene has been with us since 2016. Another one of our outstanding drivers. When Mr. Gene isn't bowling, he's typically behind the wheel. The kiddos love their transports with Mr. Gene. He never lets us or the kiddos down, always going above and beyond making sure kiddos get where they need to be.



Mr. Bill

Mr. Bill has been an outstanding T2T driver since 2018. Bill is a retired truck driver so he's no rookie when comes to the rules of the road, or transportation. He just has a different cargo now: KIDS! He absolutely loves providing safe, timely transportation for the kiddos.



Ms. Kat

Ms. Kat is has been a superstar driver since 2019. She has yet to disappoint us, or the kiddos. Children enjoy their transports with Kat who is often described as sweet, caring, and kind.



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Transportation

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More Amazing T2T Drivers



Ms. Vanessa

Ms. Vanessa last but NOT least of our amazing team. She has been with us since 2021. Simply put Ms. Vanessa is a sweet, compassionate individual. She is dependable, quick thinker and of course, punctual. The kids and other drivers love her outgoing personality.

Thank you for your valued business. We value your trust and confidence in us and sincerely appreciate you!