



# **Triangle Student Transportation, LLC**

*Connecting Schools & Communities*

## **SAFE DRIVING POLICY**

**FOR**

**TRIANGLE STUDENT TRANSPORTATION**

**AUGUST 1, 2021**

## **COMPANY HISTORY**

Triangle Student Transportation is a family owned and operated company dedicated to provide safe and reliable door-to-door transportation service for your children to and from school.

Triangle Student Transportation was founded with the hope of promoting a sense of security and alleviating this critical and time consuming task for parents. Being a busy working family ourselves, we have first-hand experience of walking the tightrope of kids' schedules. We worried about how we would get our children to and from school or to their extracurricular activities when our schedule didn't allow for flexibility. We then realized the need to start a transportation service to not only make a difference in our lives, but also in the lives of others in our community.

Triangle Student Transportation promises to deliver safe, dependable, and effective door to door transportation services for student. Maintaining honesty, integrity and trust have been some of our greatest accomplishments.

## **OUR MISSION**

The mission of TST is to provide safe, dependable, and convenient door-to-door transportation for students to and from school. We have the responsibility to provide such service economically and in accordance with sound management, policies and procedures.

## **OUR VISION**

To be an integral part of the educational system, connecting school and community by providing safe, dependable, and convenient transportation. There is a culture that dictates everything we do and how we do business. We are parents too and we know how important it is to know that your children are safe when they ride with TST. We are serious about the safety of every child in our care. Our main goal is always the safety of the students.

## **OBJECTIVES OF THE POLICY**

- To ensure that staff who drive TST vehicles in the course of their work demonstrate safe, efficient driving skills and other good road safety habits at all times.
- To maintain all TST vehicles in a safe, clean and roadworthy condition to ensure the maximum safety of the drivers, occupants and other road users, and reduce the impacts of company vehicles on the environment.
- Our policies and procedures are designed with the children's safety in mind. We make every effort to be courteous and respectful of our clients' needs.

## **CODE OF CONDUCT**

The code of conduct for Triangle Student Transportation states that: "While driving company vehicles staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits".

The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence:

- Drinking or being under the influence of drugs while driving
- Driving while disqualified or not correctly licensed
- Reckless or dangerous driving causing death or injury
- Failing to stop after a crash
- Acquiring demerit points leading to suspension of licence
- Any actions that warrant the suspension of a licence.

## **EMPLOYEES' RESPONSIBILITIES**

Every driver of a TST vehicle will:

- Ensure that he/she holds a current driver licence for the class of vehicle he/she is driving and this licence is carried when driving a company vehicle.
- Immediately notify his/her supervisor if his/her driver licence has been suspended or cancelled, or has had limitations placed upon it.
- Be responsible and accountable for his/her actions when operating a company vehicle.
- Display the highest level of professional conduct when driving a company vehicle
- Regularly check the oil, tire pressures, radiator and battery levels of company vehicle.
- Comply with traffic legislation when driving.
- Assesses hazards while driving and anticipates 'what if' scenarios
- Drive within the legal speed limits, including driving to the conditions
- Wear a safety belt at all times
- Never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness – to do so will merit disciplinary measures

- Avoid distraction when driving – the driver will adjust car stereos/mirrors etc. before setting off, or pulls over safely in order to do so
- Report any near-hits, crashes and scrapes to supervisor, including those that do not result in injury, and follows the crash procedures
- Report infringements to a manager at the earliest opportunity
- Report vehicle defects to a manager before the next vehicle use.

## **RESPONSIBILITIES AS A COMPANY**

TST will take all steps to ensure company vehicles are as safe as possible and will not require staff to drive under conditions that are unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc.

TST will do this by undertaking the following tasks:

### **Ensuring all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety by:**

- Servicing the vehicles according to manufacturers' recommendations
- Setting up procedures where employees check vehicles' oil, water, tire pressures and general cleanliness on a monthly basis, then record the inspections
- Keeping maintenance schedules in the glove boxes of all vehicles, which are completed each time the vehicles are serviced in any way
- Following the maintenance schedules in the vehicles' manuals
- Setting up a procedure to identify and rectify faults as soon as practicable.

### **Identifying driver training needs and arranging appropriate training or retraining, including providing:**

- A thorough induction to the company's road safety policies and procedures
- Driver training opportunities to all staff
- Driver assessment and required training as part of all staff inductions
- Regular staff seminars or refresher meetings on safety features, fatigue, driver responsibility, drink-driving and fuel-efficient driving
- Driver training log updates on personnel files.

## **PRIVACY POLICY:**

TST has created the company's privacy policy to ensure the privacy of our clients while visiting our website. The TST Website does not use cookies to track visitors. We do not sell, trade, or share any of our client's information to any third parties. We collect information from you when you register on our site or fill out a form. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone

number or credit card information. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

## **SEAT BELT POLICY**

All TST vehicles are equipped with functioning seatbelts, designated for each passenger. Booster seats and car seats will be provided, if needed, at no extra cost. Students are required to wear seat belts at all time while being transported in TST vehicle.

## **PASSENGERS' CONDUCT POLICY:**

- ✚ Passengers must follow the instructions of the driver or the driver's assistant.
- ✚ Passengers must be ready to board the vehicle when it arrives at the prearranged time. Please remember, your tardiness will have an effect on the ability of other passengers to make it to their destinations on time.
- ✚ Seat belts are to be worn at all times.
- ✚ Passengers will remain seated until the vehicle has arrived at its destination and the driver has indicated it is alright for passengers to depart.
- ✚ Passengers will remain seated at all times while the van is moving. Passengers should not board or depart from the vehicle until the vehicle has come to a complete stop.
- ✚ Passenger will remain at least ten feet away from the vehicle until it has come to a complete stop.
- ✚ All passengers will obey the driver during pick up, transport, and delivery. The driver may assign seats, if necessary.
- ✚ Students 6 years of age or younger, and under 48 inches tall, must ride in booster seat (provided).
- ✚ No throwing objects inside or outside of the vehicle.
- ✚ No hanging in or out of the windows. Hands, arms and heads must stay inside the vehicle at all times.
- ✚ No fighting, arguing or physical contact with other passengers.
- ✚ No horse playing or standing while the vehicle is in motion.
- ✚ Sudden, loud disruptive noises or movements will not be tolerated.
- ✚ No food or beverages are allowed on the vehicles
- ✚ Weapons are not allowed in the vehicle. (Incidents will be reported to law

enforcement.)

- ✚ Vulgar or profane language is not allowed in the vehicle.
- ✚ Tobacco products or alcoholic beverages are not allowed in the vehicle. (All incidents shall be reported to the parents.)
- ✚ Intentional littering of the vehicle is prohibited.
- ✚ No one under the age of 13 may ride in the front seat.
- ✚ Parents are financially responsible if their child defaces or vandalizes any part of the vehicle.
- ✚ Audio/Video devices may be used with headphones **"ONLY"** at reasonable volume.
- ✚ Cell phone usage by children will be allowed as long as it is not disruptive to the driver or other passengers. Please turn ringer volumes down.
- ✚ TST is not responsible for items left behind. Of course, we will make our best effort to find lost items but, ultimately, it is the responsibility of the child to keep track of his/her possessions.
- ✚ Only authorized personnel and registered children are permitted to ride the vehicle.
- ✚ TST reserves the right to terminate or suspend service for passengers who do not adhere to our safety and behavior policy

### **BEHAVIORAL CORRECTION LADDER**

- ✚ The first incident shall result in a discussion/warning to the student being sent home to the parent.
- ✚ The second incident shall result in an email and /or phone call to the parent.
- ✚ The third incident shall result in a suspension of riding privileges for two days.
- ✚ Upon the passenger's return from the suspension any further violations shall result in further suspension or termination.
- ✚ No fees shall be refunded due to suspensions or termination of the contract.

## GUIDELINES FOR RELEASING CHILDREN

Driver will release a child only to a pre-authorized person such as a parent, legal guardian, or an individual listed on the registration form or the Child Release form. Children will only be dropped at a pre-determined school or other location as designated and authorized by the parent.

## DRIVER'S RESPONSIBILITIES

- ✚ All drivers of Triangle Student Transportation (TST) are expected to perform in a professional manner at all times.
- ✚ TST drivers are expected to abide by all company policies.
- ✚ Drivers are monitored to ensure all policies are adhered to.
- ✚ TST drivers will treat all of their passengers with respect.
- ✚ **TURN OFF CELLPHONES-** TST drivers must adhere to the following safety rules:
  - ▶ Avoid talking on cellphones while the vehicle is in motion.
  - ▶ Let incoming calls go to voice mail. Return these calls when you reach your destination.
  - ▶ Keep conversations short when it is absolutely necessary to use the phone.
  - ▶ Texting is PROHIBITED while the vehicle is in motion.
- ✚ **WATCH SPEED. Drivers are required to** drive at a safe speed, based on driving conditions. The driver should never speed and should always slow down if roads are wet or icy.
- ✚ **Triangle Student Transportation** will not tolerate any misbehavior of their drivers toward students they are transporting. If this occurs drivers will be immediately terminated.

## FEES POLICY

Fees will be paid weekly, no later than Saturday 10pm for the upcoming week (may be paid in advance up to two months). There is a three-day minimum per week unless special arrangements are made in advance. Additional days other than pre-arranged times, may be arranged on a space available bases.

Fees for the first week are due upon signing Triangle Student Transportation Contract.

## **PAYMENT OPTIONS**

We accept the following forms of payment: PayPal, Credit Card, Check or Money Order.

**Return Check Fee-** Checks are accepted, however, a fee of thirty dollars (\$30.00) will be charged for checks returned for insufficient funds. After the second occurrence all payments will be paid in cash/money order.

**Late Fee-** A late fee of \$20.00 will be charged when payments are received after the due date.

**No Show Fee-** A no show fee of \$20 may be charged when a parent fails to give prior notification when no ride is required. Notification must be made at least two (2) hours prior to scheduled pick up time. The preferred method of notification is by phone call or text.

**Credits-** Credits may be given for extreme circumstances and will be reviewed on a case by case basis.

**Service Interruption-** Service interruption may occur at anytime after Wednesday, if payment hasn't been received for the current week.

**Service Restoration-** Service will be restored only after payment has been received for the current week.

## **DISCOUNTS**

**Sibling discount** – when two or more siblings from same pick-up to same destination we offer 25% savings on each additional child

### **Military, Public service worker, and Educator Discount**

We offer a 10% discount to families with active duty military and families of educators.

**Referral Discount** – \$25 off with any referral.

*\* ONLY ONE DISCOUNT WILL BE HONORED.*

## **BUSINESS HOURS:**

Regular business hours are 6am to 6pm, Monday thru Friday.

\*Any activities outside the regular business hours are subject to increased fees.

TST observes the following Holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

TST also reserves the right to cancel service due to weather emergencies. We will make every attempt to continue our door-to-door transportation service as long as it is safe to do so.

## **CANCELLATION/ ABSENCE POLICY:**

Any time that your child will not require transportation as scheduled, notification must be made to TST At least two (2) hours prior to the scheduled pick-up time without an assessment of additional fees. Parents may text or leave a voice message at ... 24 hours a day, 365 days a year.

- ▶ All absences will be counted as paid days unless notified by 8 PM the previous day.
- ▶ Invoices will be adjusted for canceled trips if notification is received One (1) day prior to the start of the next school day, the school or activity is unexpectedly closed for any reason, or if TST is unable to provide service for any reason.
- ▶ Invoices will be adjusted for trips missed due to sickness if the child is out for more than two days.

## **INCLEMENT WEATHER POLICY**

Inclement weather can cause transportation problems or hazardous conditions. Personal safety is an important consideration when evaluating the ability to commute to and from school during severe weather.

TST will proceed with extreme caution when icy conditions exist. If icy conditions occur after students arrive at their pickup location, TST will attempt to pick up student and take them to their predetermined location if it is safe to do so. It is the responsibility of the parent to contact TST to inform of early pickup.

TST will monitor local news channels and radio stations for school cancellations or later starts. This will ensure added safety to our passengers in the event weather conditions occur during the night or early morning. TST will inform parents of any changes to the regular transportation schedule.

## **TERMINATION OF SERVICES**

To terminate services, two week written notice is required and a prorated refund of the remaining unused days will be issued. No refunds with less than two weeks notice.

## **FAQ's**

### **What safety guidelines do you have in place for COVID - 19?**

- Drivers will be monitored for symptoms and asked to stay home if necessary or if they've been in contact with someone diagnosed with COVID-19.
- Drivers and students will be required to wear a mask in accordance with state and local guidelines and sanitize their hands throughout the day.
- More emphasis will be placed on routine and ongoing cleaning and sanitization of high-touch surfaces such as the interior of the bus, handrails and seats. Increased deep cleaning will be considered in the event of COVID-19 exposure.

### **How does your service work?**

Once a request is received from our website, we will determine if a vehicle is available for your area at the specified time. If not, we will offer alternative times or place you on a preferred wait list. If you're a first time customer, a service agreement, transportation authorization, authorization for emergency health care must be completed on our website prior to start of service. A service confirmation and invoice will be emailed to you and service will begin once registration fee and first payment are received.

### **What happens if my child's scheduled service needs to be changed?**

You will need to notify us within 48 hours of the scheduled service. We will let you know if the change can be accommodated. You will then need to complete a new agreement with the schedule changes noted.

### **How much notice is needed to start a new service?**

A 48 hour notice is required for a new service to begin.

### **Are child seats provided?**

Booster and child seats are provided with the service.

### **How will I know that my child has arrived safely?**

A text message will be sent to the contact's cell phone number provided upon arrival at the destination and when picking-up at a destination to return home.