



ABOUT GO HAPPY CAB

Established in 1998 as Marin Happy Cab and incorporated as Happy Transportation in 2001, **Go Happy Cab. com** provides a suite of fee-based, transportation-related services for children ages 5-17, and special transportation services for children and adults with disabilities and older people who require a little more attention when transportation is required. This includes escorted transportation, companionship, activity planning, and concierge services.

At Go Happy Cab we have a passion for helping our clients. We love what we do and work hard to ensure that every ride is safe and enjoyable.

Founded by a Marin mother who knows there is nothing more important than the safety of your kids and the grandparents they love, Go Happy Cab's team of experienced drivers have provided countless families with safe rides, reliable service, and "transportation with a smile"

Unlike the other ride services flooding the market, our drivers are not hired through an app. We are a Marin family-owned business with a long-standing network of caregivers selected based on their ability to meet each rider's particular needs. Need a driver for a special occasion? No problem, many of our drivers are multi-lingual.



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OUR GO HAPPY COMMUNITY GUIDELINES

YOUR HAPPY TRANSPORTATION EXPERIENCE STARTS WITH GREAT COMMUNICATION

Go Happy Cab is on a mission to make each and every ride with our company a happy experience. In order to best serve you and your family, please talk to us about anything you feel is important to make that happen. If you experience inadequate or inappropriate service or need special assistance for any reason, we want to hear about it. We are here to help.

Our Founder, Cathey Cotten and Staff Director, Sergio Da Silva have been providing happy transportation for over 20 years and will always look for a way to make our transportation partnership work for everyone in the Go Happy Cab Community. **Call us at 1.415.800.CARE (2273)**

To ensure rider safety, identity verification must be performed prior to riding with Go Happy Cab. Ride Organizers will meet with Happy Cab Staff manager and the driver at the first pickup. We request that this meeting be held whenever possible. If you are unable to meet, please let us know and we will schedule a Zoom call.

Families will be given your Happy Cab Driver's information (license plate number and name). All adults are able to verify the vehicle during the ride as a way to help identify the Go Happy Cab.

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Some important tips to remember;

PARENTS REMAIN IN COMPLETE CONTROL OF EVERY RIDE. Unless given prior permission. Riders under 17 cannot order a cab without a parent or caregivers' approval, cannot change the drop off location once en route, cannot add riders to a trip unless authorized and the parent is notified, and cannot cancel a ride without the parent's approval.

When required, our drivers walk riders to class, check them in at appointments, alert coaches or instructors of their arrival, walk your family member to the door when necessary, confirm there is someone home to greet them and wait until they are safely inside. At Go Happy you can trust your family to ride with someone who takes the time to make sure your child has been safely transported door to door.

SAFETY FIRST.

Vetting. We go through multiple checks, such as address history, sex offender records, driving and SSN validations for Drivers pass National level FBI and Depa DMV records and referral checks on an

Vehicle inspection & Road-test. Only I rides (which are at least a 2009 or new We have a strict policy to monitor regu proper inspections were completed. We single candidate to make sure they driv members with them.

A notification box for Grammarly for Chrome. It features the Grammarly logo (a green circle with a white 'G') and the text 'grammarly for Chrome' in green. There is a close button (an 'X' in a grey circle) in the top right corner. Below the header is a large white document icon. The main text reads: 'Welcome to the Grammarly beta for Google Docs!' followed by 'Sign up to turn on Grammarly suggestions in your Google Docs.' At the bottom, there is a green button with the text 'Sign up' and a link that says 'Already have an account? Log in'.



All Go Happy Cab Drivers follow a strict Covid Protocol. See GoHappyCab.com for more details.

Rider names are confirmed before beginning the ride as an added layer of security. CareDrivers are responsible for providing the Rider with the Rider's name once they have reached the vehicle. After the information has been confirmed, the Rider can provide their birthday as an added layer of security.

- Only get into the car if you know the driver, the Go Happy Cab decals are visible.
- Trust your instincts. If you feel unsafe, tell your Go Happy Cab Driver and parents or teacher right away.

SAFE SPACE: Driving requires focus and patience. Please help your GO HAPPY CAB drive as safely as possible by:

- Allowing your Go Happy Cab Driver to properly strap you into your booster seat or seat;
- Remain strapped in until the car fully stops;
- Allowing your Go Happy Cab Driver to drive whenever needed.

BE ON TIME. It is critical for everyone users to make arrangements to be early. Go Happy Cab Drivers and Riders often adhere to, so it's important to uphold your scheduled.

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Go Happy Cab Drivers cannot begin a ride more than 5 minutes earlier than the scheduled start time as drop-off locations may be closed or unable to accept the Rider prior to the requested time.

The Go Happy Cab Community is expected to be mindful of ride cancellations as they may greatly impact another rider's schedule. To better respect one another's time, ride cancellations should be made as far in advance as possible as Go Happy Cab Drivers and Ride Organizers often have strict schedules to adhere to. "Last-minute" ride cancellations can pose a safety risk for Riders if the CareDriver is cancelling with short notice.

But things change, kids get sick, emergency mornings happen. We know this. That is why we request that you text us prior to 7PM the night before scheduled pickup via text to 1.415.800.CARE (2273) if the rider needs to cancel for any reason, or 30 minutes prior to pickup if they are running behind schedule or have any concerns about a ride. Cancellation rates can impact their status as an ongoing member of the Go Happy Cab Community of Care.

And if you have trouble finding your Go Happy Cab Driver running late, let us know by 1.415.800.CARE (2273) so that we make sure you two connect and get to your destination.

BE MINDFUL. Being mindful at all times for all riders, drivers and others safe and we as a Community avoid situations that put anyone in danger. Drivers think like a caregiver while watching the clock, quick action, while Riders put their brains to work ensuring they are getting into the correct location.

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It is expected that all Community Members of Go Happy Cab recognize the sensitive nature in working with children and seniors. Both Riders and Go Happy Cab Drivers should refrain from contacting each other outside of the ride without prior express consent from the Rider's parent/guardian or the Ride Organizer. If you would like to get a message to your driver, let us know. We will be happy to contact them for you.

Your rider might be riding solo, or might be part of a carpool. It is important that all users of the Go Happy Cab Community respect every passenger through use of appropriate language and gestures. Be kind to all in the car and don't make disparaging remarks. Bullying is unacceptable and not cool.

ALL RIDERS REGARDLESS OF AGE ARE REQUIRED TO DO THE FOLLOWING

- Wear a mask covering their mouth and nose during each and every ride.
- Stay in your seat, with your seatbelt on. If a rider cannot keep their seatbelt fastened or is prone to unbuckling, opening the car door or attempting to get out of the vehicle, the driver will be responsible for finding solutions. If it is necessary to have the rider exit the vehicle, make sure this is a smooth transition.
- Sit in the backseat if under the age of 5. Riders under the age of 5 must first have permission by the driver to sit in the front seat.
- No rough-housing, yelling, or disruptive conversations during the ride.
- Riders under the age of 5 must use the carpooling feature. Driver by our staff manager, and parent/guardian.

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GO HAPPY CAB DROP OFF PROTOCOL.

RIDER PICKUP TIMES. Once a rider is scheduled, you will be given a pickup time that coincides with the school or appointment time designated by the Go Happy Cab Staff Manager. Whenever possible, please be ready to go ten minutes before your ride pickup time. Remember, Go Happy Cab Drivers have other rider's assigned after your child is dropped off at school and can only wait 5 minutes past the scheduled pickup time so they aren't late for their next ride.

PICKUP LOCATIONS. Riders under the age of 17 are not allowed to change pickup times or locations. If you receive service through your School District, requests for a change in drop-off location requires prior approval from the Transportation Coordinator. If you have a private Go Happy Account, changes from Ride Coordinators / Caregivers can be made 24 hours in advance.

ADDITIONAL STOPS. Riders under the stop or a different drop-off location. G Rider directly to the predetermined drop-off location. Riders are limited to food or gas,

BATHROOM STOPS ARE NOT ALLOWED exceptions and bathroom emergencies riders. If your rider is prone to incontinence rider use incontinence underwear during

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In the event of a non-medical incident or emergency, the Go Happy Cab Driver will pull over to assess the situation and contact Go Happy Cab immediately. If necessary, call 911 immediately before contacting our staff manager. Once the situation is assessed, Go Happy Cab will notify the parent and discuss next steps. If the Parent or Ride Organizer requires an emergency protocol other than that described above, please let us know via email at catheycotten@gohappycab.com

DROP OFF AT SCHOOL, ACTIVITY, DOCTORS ETC. When Go Happy Cab gets to the designated location, riders under the age of 17 are expected to go directly to where you're supposed to be.

- If the rider needs a direct hand off to the teacher, caregiver or doctor, please let us know in advance so that we arrange for additional time to make this transition happen smoothly.
- If the rider does not need a handoff, but you would like us to inform their teacher upon drop-off, please just let us know. We want every rider to get to their destination safe and happy.

DROP OFF AT HOME OR DESIGNATED the age of 17 be left alone at a drop off parent, teacher or caregiver is at the designated location. **exceptions to this rule.** If a driver leaves a rider under the age of 17 dismissed from service. If your rider does not stay at the designated location unattended, please contact us at catheycotten@gohappycab.com

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COMPLIANCE WITH GO HAPPY CAB MANAGER INSTRUCTIONS:

When your Go Happy Cab is dispatched, he or she has been given clear instructions on where to pick you up and where to bring the rider, thanks to your parents' or school's input and the other riders we service. We put a lot of thought into how best to service all our clients, so there may be a reason a pickup time or drop-off protocol has been designated. Please let your Go Happy Driver follow those instructions by not interjecting or providing additional information that may conflict with what's been provided. He/She is instructed to only take direction from their Go Happy Cab Staff Manager. If you believe that the instructions are incorrect, don't override them— just call us at 1.415.800.CARE (2273) to talk to us about it. We are here to help you get to the right destination.

RIDE SHARING. We know there are times when it would be helpful to take a friend home from school, but unfortunately only named Riders can ride in a Go Happy Cab. No individuals other than the listed Go Happy Cab Driver and Rider(s) can accompany the ride. If your transportation service is arranged from the School District or School your child Organizers are legally authorized to arrange, remove a Rider from a Ride, or edit Riders are not covered under Go Happy Cab in

With that said, we know that sometime the rule and if you have a parent account to your Family Account Record. Please something you need to do.

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EATING AND DRINKING. Food and beverages are prohibited during rides. We are all in this together and must keep in mind that some of our Riders may have a sensitivity or intolerance to certain foods. Therefore we ask that parents and drivers do not provide any type of food or drinks to their Riders. Riders must help keep the vehicle clean and free from potential damage by not eating or drinking during the ride.

USE OF CAMERAS OR RECORDING DEVICES. Go Happy cab Drivers may not take photos or videos of Riders, use inward-facing dashboard cameras, or otherwise record conversations with Riders, without the parents express consent. This is to ensure that the privacy rights of our Community of Riders (who are often minors) are protected.

SMOKING OR TOBACCO USE. Because there may be Users with respiratory issues or who are bothered by the smell, Go Happy Cab does not allow any of our drivers to smoke during a ride or in the Go Happy Cab vehicle. Drivers will also be mindful of tobacco-free requirements around schools and other public or private locations and not permitted to smoke while waiting for a driver.

GIFTS AND COMMUNICATION. To protect the privacy of our Riders, Go Happy Cab drivers are instructed to refrain from accepting gifts or communication unless previously permitted by the Parents.

Go Happy Cab Drivers are instructed to refrain from accepting gifts or communication while performing the Service.

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WHEELCHAIR OR LOADING ASSISTANCE. Many of our riders need assistance getting in and out of the vehicle or may need to bring their wheelchair or walker with them. It's ok, we are trained to help. Please just let us know prior to beginning service so we can assign the correct Go Happy Cab Team Member to assist you.

SERVICE ANIMALS. All Go Happy Cab Drivers are required by law to accommodate service animals and make other reasonable accommodations for Riders with special needs. If your rider requires a service animal, please let us know.

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Go Happy Cab Fact Sheet



service area



Population: 261,221
Square Miles: 519.8

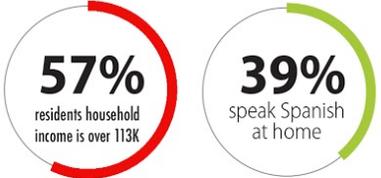


FY2015/16 statistics

Ridership: 2019
48 Family Accounts
 Operating Expenses: \$244,697

Legal Name: Go Happy Cab LLC
Established: 2001 under dba Happy Transportation
Go Happy Cab is a for-profit company that provides a suite of fee-based, transportation-related services for school children ages 5-17, for special needs adults and seniors, including escorted transportation, companionship, activity planning, and concierge services. in Marin County Calif. Go Happy is positioned to become Marin County's transportation leader offering safe rides for Marin's schools, busy families who need help getting their kids to activities and assisting adults with special needs and older people who require a

rider profile



Source: 2012 Onboard Survey

FY 2019/20 service projections

Transit Services	Annual Ridership	Annual Revenue
24 Local School Routes	48 Children	43,000
Adults with Disabilities	12 Adults	4,000
Elderly Service Accounts	50 Seniors	11,000
Family Accounts	20 Accounts	4,000
	95 Riders	23,000

fare structure

Rate to Drop Flag: \$
Rate per Mile: \$
Waiting Time: \$
\$.25/ Additional 1/4 M
\$.25/Additional 22.5 se

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