Updates for 2023 year end and the start of 2024

Happy Trails Transportation wants to thank you all for your support, patience, and dedication. Management and our assistant have been working on projects behind the scenes that we would like to share with everyone. We were trying to secure a Friday evening to have Miss Ra'Maya flown in and have a meeting with entertainment at a venue to discuss future plans and changes; however, timing with everyone's schedules was standing in the way. We plan to continue planning a team building activity day for everyone soon once the other four (4) expected drivers complete and pass their on-boarding process. In the meantime, the announcements are as followes:

NEW ACHIEVEMENTS AND CONTRACTS

1. Happy Trails has been listed as the **Champion Transportation Provider** for the **NWBH at Westside Baptist church mental and behavior development program.** This means Happy Trails Transportation is the **only** transportation provider to be used for all their members going forward.

2. Happy Trails Transportation is one of the two Transportation Providers that was chosen to participate in the new Will Call platform Pilot for Modivcare. This begins on 11.15.23

3. Happy Trails Transportations contract with **Access2Care** is now live. Access2Care is another broker used by insurance carriers to bill for transportation services. I have completed the first trip on the platform for them as a test run; however, I will pause accepting trips until after next week when Ra'Maya returns from vacation.

4. The contract for **Alivi** has been accepted and will be in effect for receiving their trips in January 2024 for insurance carriers. Alivi requires all drivers to take the HIPPA class and Medicaid fraud and abuse class in addition to the certification we all already have.

5. The project for taking on **Dedicated for Seniors** as their dedicated transportation provider for their wheelchair patients is near complete. We have a meeting to tie up the loose ends to finalize how we will organize this so the patients can call our office to schedule their rides to get to their doctors' appointments at Dedicated for Senior Lem Turner and the Edgewood location.

6. Happy Trails Transportation has gained 22 Standing orders in less than 45 days.

PAYROLL, OVER-TIME, AND BENEFITS

7. Happy Trails Transportation is proud to announce we will be rolling out an hourly pay raise structure for our drivers starting January 2024. **The rate is up to $19.00 an hour**. This raise includes our current drivers as well as our drivers that are completing their on-board to be a part of the Happy Trails Transportation family. Drivers must maintain no less than 15 paid passengers a day. This does not include their escort.

8. Happy Trails Drivers are now able to let management and/or Miss Ra'Maya know if they would like to have more trips and more hours. Please give this information within **72 hours in ord**er to give time to request this from the brokers. Please note if you ask to work overtime and request more trips you are the solo driver responsible for ensuring the trips are completed. If you **request more than 10 hours a day or more than 10 hours of Over-time a week** it must be approved by management in order to ensure compliance with the law.

9. Happy Trails Transportation will give our drivers the opportunity to become W2 employees starting January 2024; however, those that would like to continue as a 1099 contractor have that option.

10. Happy Trails Transportation has partnered with a Licensed Insurance agent Teneshia Lafaye' to assist with Health Insurance for the Happy Trails Transportation family. The plans include United Health, Cigna, Molina, Aetna, Blue Cross Blue Shield and more. Open enrollment has begun. Anyone interested please let us know.

"There's nothing wrong with staying small. You can do big things with a small team." — Jason Fried

"A small business is an amazing way to serve and leave an impact on the world you live in." — Nicole Snow

HAPPY TRAILS
TRANSPORTATION