



HopSkipDrive

# Safety Report

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## Executive summary

HopSkipDrive continues to lead the way as the number one platform for safe youth transportation by ensuring that safety remains the top priority with every decision we make. Whether it's through new platform features or through our continued efforts to provide greater transparency within the industry, HopSkipDrive remains relentless in using our data to drive iterative improvement.

After a historic year of disruption across all industries due to the COVID-19 pandemic, HopSkipDrive was fully committed to helping families and districts get students back in the classroom while continuing to provide the safest in-ride environment for CareDrivers and Riders of all ages.

With ongoing bus driver shortages exacerbated by COVID-19, districts were unable to resume normal transportation operations. HopSkipDrive quickly became a solution for many across the country as a means to help get kids back to campus and provide a cost-effective solution by replacing underutilized bus routes that had no available bus drivers with multi-passenger sedans.

Throughout 2021, HopSkipDrive was able to serve a more extensive general education population and expanded operations with the launch of three new markets: Austin, Madison, and Milwaukee.

For the purposes of this Safety Report, we look back at our safety data from 2021, in which the total number of safe rides delivered through the platform more than doubled from the prior year. HopSkipDrive also doubled down on our commitment to safety by launching several new features within the CareDriver app and RideIQ platform to improve user experience and increase Rider safety.

As individual states and school districts began to roll out vaccine mandates, HopSkipDrive quickly jumped into action, while CareDrivers stepped up to the plate in demonstrating compliance to limit further disruptions with getting students back to school.

Following in the footsteps of our previous Safety Reports for 2018, 2019, and 2020, this report will provide greater transparency into the advancements made over the last year while continuing to encourage others within the industry to share their own safety data.

With this report, we examine data collected from 2021, in which a total of **7M million safe miles** were driven by CareDrivers across 18 markets in 8 states and Washington D.C. During this time, the majority of all rides scheduled through the HopSkipDrive platform — **99.699%** — ended without a safety-related issue of any kind.



**0.281%****RIDES EXPERIENCED  
A SAFETY-RELATED  
INCIDENT****0.020%****RIDES EXPERIENCED  
A TRAFFIC  
COLLISION****0.004%****RIDES WITH A  
COLLISION WERE  
CONSIDERED MAJOR\*****0.000%****RIDES EXPERIENCED  
A CRITICAL SAFETY  
INCIDENT**

For the small percentage of rides that did experience a safety-related concern, only **0.020%** of those rides experienced a traffic collision while either en route to the pickup location or while the CareDriver was transporting a Rider. For rides experiencing a traffic collision, only **0.004%** were considered to be major\*.

Of all rides scheduled through the HopSkipDrive platform, **0.000%** experienced a critical safety incident of any kind.

With the pandemic introducing a number of significant new challenges for us all over the past year, one unexpected outcome was the increase in the number of fatalities that occurred across U.S. roadways as a result of a surge in distracted driving. With riskier driving behaviors like speeding and phone use becoming an even more prevalent issue across the country, HopSkipDrive reviewed our safety data and found that CareDrivers have

continued to be safer on the road even as the roadways around them have become increasingly unsafe with each passing year. The overall safe driving score for CareDrivers on the HopSkipDrive platform increased by **1%** from 2020, proving that telematics solutions can be a much stronger indicator of overall safe driving behaviors in comparison to individual driving performance tests.

Another significant challenge observed throughout 2021 involved not only the bus driver shortages but the overall lack of access to school transportation for most students. Districts across the country reported being short bus drivers, while our [State of School Transportation survey](#) found that **88%** of respondents reported the ongoing shortage had constrained their transportation operations — with nearly **30%** labeling these constraints as “severe”.



\*Major collision in which one of the vehicles was towed away from the scene or medical attention was needed, including just to get checked out by a professional.

Countless students were left without a safe and reliable way to get to school at a time when in-person learning and efforts to recapture learning loss resulting from COVID-19 school closures is most critical. This has led to more policymakers and school administrators thinking about the barriers to standing up transportation programs that better meet the needs of their communities and help alleviate the impacts of the bus driver shortage. We saw significant progress in many states — like Maryland and Georgia— in updating state laws to recognize non-school bus solutions for student transportation, improving students' access to education.

Innovation is, and always has been, the driving force behind HopSkipDrive. While traditional school bus transportation has barely changed over the past 40 years, our innovative platform is constantly being updated and expanded to meet the safety standards and expectations for the world we currently live in and the changing needs of students and families. Our goal is to improve educational outcomes through safe, efficient, and reliable school transportation, while committing to always being at the forefront of transportation technologies, including electrification.

We encourage you to read more about how HopSkipDrive is continuing to push safety as more than just checking the box for compliance to outdated regulations as well as eliminating lack of access to transportation as a barrier to opportunity.

If you have any questions about safety at HopSkipDrive, please email us at [safety@hopskipdrive.com](mailto:safety@hopskipdrive.com).



# YEAR IN REVIEW





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## A letter from the CEO



**Joanna McFarland**  
CO-FOUNDER AND CEO

I always start by saying this, but it bears repeating. HopSkipDrive was founded by three protective mothers. Before making any decision, we asked ourselves, “*What would it take to put my child in this car?*”

The company has grown from three moms to over 100 employees serving 20 markets across 10 states and D.C.; we still continue to ask ourselves that question with every new initiative.

I’m incredibly proud of this year’s safety updates, including the various optimizations made within the CareDriver app and RideIQ platform to increase safety during rides. I’m also incredibly proud of our safety data: 100% of rides were completed without a critical safety incident. This update continues our perfect record: There has never been a critical safety incident in the eight years HopSkipDrive has been in business.

I consider this, more than our expansion, more than any funding we receive or awards we win, to be HopSkipDrive’s greatest accomplishment.

HopSkipDrive sets the bar above and beyond for safe youth transportation solutions. We believe that safety is so much more than compliance to — often outdated — regulations; it’s continuous innovation, setting a higher bar for the industry, and, of course, being transparent, as we do with this report.

Sincerely,

Joanna McFarland

A handwritten signature in black ink that reads "Joanna McFarland". The signature is fluid and cursive, matching the printed name above it.

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## A letter from the VP of Policy



**Trish Donahue**  
VICE PRESIDENT, POLICY

It was nearly impossible to turn on any news source in 2021 and not see a report about severe bus driver shortages. Parents and schools across the country struggled to get their kids to school. Districts continue to report being short dozens, and sometimes hundreds, of drivers. Some school districts were unable to return to in-person learning simply because they were unable to provide transportation to and from school. The Massachusetts Governor called in the National Guard in an effort to solve their student transportation challenges. And to add insult to injury, this is all happening at a time when recapturing the learning loss resulting from the COVID-19 pandemic is most critical.

This bus driver shortage crisis has been decades in the making. Low pay, challenging working conditions, and an already small pool of CDL drivers are just some of the factors contributing to the school bus driver shortage. In addition, there are a number of factors that make the school bus an inefficient option for most riders today — open enrollment, geographic diversity, changing bell times, the need for social distancing — it's no surprise that an increasingly smaller portion of students are served by the yellow school bus.

Recognizing that transportation is one of the greatest barriers to students accessing education and related supports, many states are taking a closer look at student transportation funding and regulations. Even the U.S. Department of Transportation announced flexibility in CDL skills test requirements for states via a waiver.

Now, more than ever before, we have to rethink student transportation regulations. Districts are desperate for more flexibility in standing up transportation solutions that will meet the varied needs of their students. Parents are back to work and are desperate for reliable transportation solutions. Policymakers are desperate to help their communities access the opportunities they deserve.

Fortunately, the playbook for accomplishing this is simple. State regulations can set important baseline standards for safety (e.g., require fingerprinting for all drivers) and provide broad flexibility to school districts to set the additional standards they want to see of providers through the contracting process. In return for flexibility, state regulations should provide accountability mechanisms like regular reporting on safety-related issues. This way, schools and districts

can have the flexibility they need to stand up the varied student transportation services that will best meet their students' needs, and regulators can continue to ensure safety through transparency into the actual safety data.

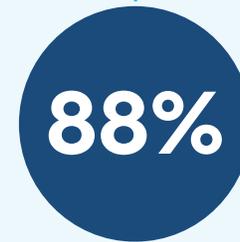
HopSkipDrive is dedicated to continuing to lead the charge in providing greater transparency into safety innovations and results. We're pleased to present this third annual safety report, of many more to come. We hope that this report demonstrates what safety means in small vehicle transportation in the 21st century and how technology and expertise can help ensure that every child has safe access to opportunity.

Sincerely,

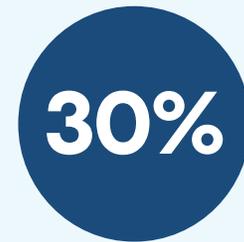
Trish Donahue



## 2021 STATE OF SCHOOL TRANSPORTATION SURVEY



OF RESPONDENTS REPORTED THE ONGOING BUS DRIVER SHORTAGES HAVE CONSTRAINED OPERATIONS



OF RESPONDENTS LABELED THESE TRANSPORTATION CONSTRAINTS AS BEING "SEVERE"



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## Terms used in this report

### **CareDrivers®**

Refers to and includes self-employed individuals who are qualified to offer services to Ride Organizers whom they can connect with through the HopSkipDrive platform. CareDrivers have passed a 15-point certification process and use an approved personal vehicle that meets annual inspection and other regulatory requirements to provide transportation care services.

### **Ride Organizers**

The broad group of people that use the HopSkipDrive platform to schedule rides and connect with CareDrivers. This includes parents/guardians, school districts, nonprofits, and government entities who need to arrange transportation for children, students, clients, seniors, and/or other Riders for whom they are legally authorized to arrange rides.

### **Riders**

Individuals who are being transported by a CareDriver.

### **Users**

Refers to and includes CareDrivers, Ride Organizers, and Riders who use the HopSkipDrive platform to arrange and/or provide services or are linked to a Rider's account.

### **Services**

Transportation care services that CareDrivers provide directly to Ride Organizers and Riders. CareDrivers and Ride Organizers connect and coordinate with one another using the HopSkipDrive platform to schedule and accept ride requests. HopSkipDrive does not employ CareDrivers and does not provide transportation or care services to Users.

### **Transportation Network Company ("TNC")**

Technology platforms that enable drivers and ride requesting passengers to connect with one another and arrange for transportation. TNCs create, maintain, and operate these platforms, which individual drivers and riders can access online and/or through a smartphone application.

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## About HopSkipDrive

**20M+**

SAFE MILES  
DRIVEN

**2M+**

KIDS DRIVEN  
SAFELY

**260K+**

ADULT RIDERS  
DRIVEN SAFELY

**13K+**

SCHOOLS  
COVERED

HopSkipDrive is a platform designed to help kids, or anyone who needs a little extra assistance, get where they need to go. Our platform and safety standards were created by three moms who deeply understand the safety concerns that come with putting your loved one in someone else's car.

We are proud to expand earning opportunities to experienced care professionals and enable mobility for families and individuals through partnerships with schools, districts, counties, and government agencies. Transportation arranged through the HopSkipDrive platform helps students get access to the educational opportunities they deserve and enables greater independence for older adults to access the services they need. HopSkipDrive is committed to the optimal safety of all HopSkipDrive Users, and has built safety into every component of the platform.

### **Purpose-built tools for youth transportation**

HopSkipDrive is proud to provide an alternative solution to youth transportation for families, as well as partner with schools, districts, and counties across 20 markets in ten states and Washington D.C. The use of HopSkipDrive's platform to connect with independent transportation providers offers a safe and reliable alternative solution to a taxi or regional transportation service provider not specially designed for youth.

HopSkipDrive RideIQ is the industry's most innovative and transparent school transportation solution. The platform allows districts to optimize their transportation operations and allows Ride Organizers to coordinate specific transportation that meets each student's needs effortlessly.



## OUR SERVICE AREAS

SEATTLE  
SPOKANE

MADISON  
MILWAUKEE

LAS VEGAS

PHILADELPHIA

NORTHERN  
CALIFORNIA

VIRGINIA /  
WASHINGTON D.C.

SOUTHERN  
CALIFORNIA

PHOENIX

TAMPA

COLORADO  
FRONT-RANGE

AUSTIN  
MIDLAND  
HOUSTON  
DALLAS / FT WORTH



## HOPSKIPDRIVE HELPS GET STUDENTS AND OLDER ADULTS WHERE THEY NEED TO GO:



MCKINNEY-VENTO  
& FOSTER YOUTH



YOUTH WITH  
SPECIAL NEEDS



MEDICAL  
APPOINTMENTS



INDIVIDUALIZED  
EDUCATION PLANS  
OR 504'S



CONTINUED  
TECHNICAL  
EDUCATION



ANY OTHER  
NON-ROUTINE  
NEEDS

With RideIQ, Ride Organizers can see the performance, status, and location of every ride on our real-time dashboard, while offering unique tools to support nonprofits and government agencies with ride sponsorship programs.

### Safety and Support with every ride

HopSkipDrive's Safe Ride Support system is an integrated solution that provides end-to-end visibility to HopSkipDrive as well as platform Users, including CareDrivers, Ride Organizers, and any other caregivers associated with a Rider's account. This system uses innovative technology to monitor rides in real-time for safety-related anomalies. The system flags such anomalies and generates alerts that are prioritized and addressed through set processes.

The system also sends text messages to Ride Organizers<sup>1</sup> when the CareDriver is on the way, arrives, meets with the Rider, departs, and when the Rider is dropped off. An advantage of the system is that it does not require Riders to have a cell phone or other mobile device during the ride.

### A dynamic marketplace

The HopSkipDrive platform is adaptive to the number of individuals in need of safe, reliable rides and CareDrivers who are qualified to provide such rides. This means that if one CareDriver is unable to meet a ride request or has a late cancellation, there are a number of other CareDrivers using the HopSkipDrive platform who are available to fill the ride request.



<sup>1</sup> Ride Organizers receive text messages notifying them during the various stages of the ride if they are using our service for families. Ride Organizers from schools and other organizations do not receive text notifications; the child's caregivers, if they're associated with the account, will get these alerts.

## WE PARTNER WITH



DISTRICTS



COUNTIES



CONTINUING  
EDUCATION



INDEPENDENT &  
CHARTER SCHOOLS



NONPROFITS



GOVERNMENT  
ORGANIZATIONS

CareDrivers choose which rides to claim, can control the times they drive and the areas they choose to drive to, and can see the estimated fare for each ride before claiming it, allowing for flexible scheduling and helping to prevent the need to rush from one ride to the next in order to cover ride costs.

### Mission and core values

HopSkipDrive’s mission is to create and own a new kind of safe transportation that provides equal opportunity for all, especially those who need a little extra care, through empathy, innovation, and a trusted technology platform that connects Riders and CareDrivers. We have always been dedicated to making a difference in the lives of those we serve and creating opportunity for all through mobility.

We understand that sometimes the difference between struggle and success can be as simple as the ability to show up. Using technology, operational expertise, and innovative thinking, we help individuals reach their full potential by providing a platform to bridge the gap between their mobility needs and transportation care providers that can help them get where they need to go.

HopSkipDrive’s platform also empowers caregivers and care professionals to earn extra income in a flexible, safe way on their own schedule.



## DRIVEN BY OUR CORE VALUES

# 1

### **Safety is Everything**

We leave no stone unturned, we think of every possibility, and we do all that we can to protect the children and CareDrivers at the heart of HopSkipDrive.

# 2

### **Feel It**

Empathy is the essence of our business. We are courageous enough to feel the fears, the stress, the worry of others and we show up to empower and help them so we can share in celebrating their joys, their laughs, and their successes.

# 3

### **Own It**

We are trustworthy, authentic, and accountable. We don't just show up, we engage fully and wholeheartedly in all that we do to create opportunities for the kids, families, schools, and CareDrivers. We are here for our team and our partners.

# 4

### **Make Tomorrow Better**

We challenge assumptions and the status quo to achieve continuous innovation. We are curious and believe in being part of the solution instead of dwelling on problems. We move forward, break down barriers, and innovate to make tomorrow better than today - for ALL.

# 5

### **Drive**

We feel an urgency to create opportunity for all, so we move fast and stay nimble while creating solutions and building for scale. We embrace flexibility and efficiency while acting boldly.

# 6

### **Empower Community**

We empower the communities we serve by celebrating diversity and being an inclusive team. We embrace different perspectives and experiences because they make us stronger, smarter, and better.

# 7

### **Share Success**

We empower our team to work together and experiment courageously and thoughtfully without fear of blame or shame. We learn and grow from these trials as a team. We share credit and celebrate success together. When we win, families, schools, kids, and CareDrivers win.





# Safety at HopSkipDrive

## SIMPLE, EFFECTIVE PROCESSES DESIGNED TO KEEP RIDERS AND CAREDRIVERS SAFE



15-POINT  
CERTIFICATION  
PROCESS



PICK-UP AND  
DROP-OFF  
INSTRUCTIONS



MULTI-FACTOR  
RIDER  
VERIFICATION



SAFE RIDE  
SUPPORT SYSTEM



COVID-SAFE  
RIDE STANDARDS



EXPERIENCE YOU  
CAN TRUST

We strive to be the leader in safe youth transportation and have continued to focus our efforts on making sure safety remains top of mind while providing customers with the best ride experience in the industry. As a data-driven company, the data we collect helps fuel our ongoing safety programs and we're proud to have some of the best safety data in the industry.

### CareDriver background checks and certification

Our 15-point CareDriver certification process — the minimum qualifications prospective CareDrivers must have to access the HopSkipDrive platform — incorporates regulatory requirements and industry best practices relating to safety.

Every CareDriver receives a fingerprint-based background check against FBI records. We also run extensive checks with various

agencies, including county, state, and national records, the global watchlist, and sex offender databases. Platform safety investments also include a Child Abuse and Neglect Scan (CANS) for all prospective drivers where legally permitted. CareDrivers also undergo a Motor Vehicle Record review, and are enrolled into ongoing monitoring for both criminal records and driving records.

All CareDrivers must have at least five years of caregiving experience and their vehicle must pass an inspection by a certified mechanic. Prospective drivers must also have a minimum of three years of prior driving experience. Individuals who are able to meet this criteria may use the HopSkipDrive platform to provide transportation care services.



## HOPSKIPDRIVE PLATFORM CRITERIA

- 1** At least 5 years of caregiving experience
- 2** Comprehensive search of county, state, and national records, global watchlist, and sex offender registries
- 3** Fingerprint-based background check
- 4** Child Abuse and Neglect Scan
- 5** Proof of valid driver's license
- 6** A minimum of 3 years of driving experience
- 7** Initial motor vehicle history search and ongoing monitoring for new driving infractions
- 8** Age 23 or older
- 9** Own or lease a vehicle not more than 10 years old, seating 4 to 7 passengers
- 10** Proof of vehicle registration
- 11** Proof of insurance consistent with state law
- 12** Annual vehicle inspection by a certified mechanic
- 13** Live orientation with a member of the HopSkipDrive team
- 14** Adopt the HopSkipDrive Community Guidelines
- 15** Adopt the HopSkipDrive Zero Tolerance Policies



## Vehicle safety

In accordance with regulations, all vehicles being used to perform rides on the HopSkipDrive platform must pass a yearly vehicle inspection. These inspections evaluate a vehicle's safety and operability, covering everything from brakes to windshield wipers. There is a special focus on the areas of a vehicle that are pivotal to a safe ride — such as the foot and emergency brakes, steering wheel, speedometer, safety belts and tires. These all need to be in working order before being approved to use for rides arranged through HopSkipDrive's platform.

Although state regulations can vary in terms of the maximum age allowed for a vehicle being used to perform services, HopSkipDrive has set the maximum age to less than 10 years in accordance with industry safety standards. HopSkipDrive also monitors information regarding vehicle recalls and will alert CareDrivers any time there is a match with a vehicle type being used to perform rides.

## Online resources

CareDrivers have access to a number of resources related to safety, including resources that cover topics such as trauma-informed care, maintaining appropriate boundaries, sensitivity to individuals with special needs and safe driving tips. These can be used by CareDrivers to further their own transportation caregiving professions. They also have access to various safety-related resources specific to HopSkipDrive rides, including what to do in an emergency or what to do if a Rider requests a different drop-off location.

## Community Guidelines and Zero Tolerance Policies

HopSkipDrive [Community Guidelines](#) help ensure a safe, smart and respectful experience for all platform Users. These guidelines are read and accepted by each User when joining the HopSkipDrive platform to ensure a high level of service, and are designed with both CareDrivers and Riders in mind to help remind all Users of key platform safety features.

These policies prevent the use of recording devices, unwanted communication between CareDrivers and Riders beyond the ride, eating and drinking during rides, and the importance of maintaining age-appropriate communication for all Users. We also enforce a no-weapons and no-smoking policy for all HopSkipDrive rides.

The [Zero Tolerance Policies](#) protect all Users from discrimination as well as physical contact between a CareDriver and youth Rider, and limited physical assistance in the case of adult riders. Zero Tolerance Policies against illegal phone use and impaired driving — including the use, possession, or being under the influence of drugs or alcohol while using the HopSkipDrive Platform — help reinforce CareDriver safety.

Any User found to be in violation of any of these policies may be suspended and/or removed from the HopSkipDrive platform.



## HOPSKIPDRIVE COMMUNITY GUIDELINES



### BE SAFE

Safety during the ride is extremely important! CareDrivers keep their eyes on the road and watch for situations that may require quick action. Riders remember that being safe is a big deal which requires them to be aware of their behaviors during the ride.



### BE SMART

HopSkipDrive Users avoid situations that put another person at risk. CareDrivers think like a caregiver while watching for situations that may require quick action, while Riders put their brain to work by trusting their instincts and ensuring they are getting into the correct vehicle at pickup.



### BE RESPECTFUL

CareDrivers always use their prior caregiving experience to help Riders and parents feel comfortable by showing kindness and consideration, while Riders keep their hands to themselves and speak kindly and courteously to others.

## Technology designed for safety

HopSkipDrive's proprietary Safe Ride Support system provides unparalleled end-to-end visibility into rides. Continually developed over the last seven years, it operates in tandem with other processes designed to provide real-time response and unparalleled service to all Users.

With automated incident prediction, HopSkipDrive is able to identify issues before they arise. The team is alerted instantly with real-time collision detection and the Safe Ride Support System provides automated messaging to CareDrivers, parents, and emergency contacts throughout the trip.

Our platform incorporates unique safety features designed specifically for the vulnerable populations that use HopSkipDrive which include, Rider/CareDriver verification and a fully integrated CareDriver safety program that outpaces the industry.

## Safety during the ride

The progress of each ride can be tracked using the HopSkipDrive app, and caregivers and parents will receive text messages alerting them to the progress of the ride. They can always call support for any urgent rides issues as well.

COVID-Safe Ride Standards — technology workflows and features to ensure an optimal in-ride environment — were created using CDC and local guidelines and implemented across all markets.

## Data privacy

Protecting the privacy of HopSkipDrive platform Users is extremely important. With the majority of Riders being children under the age of 18, HopSkipDrive has made data privacy a top priority by implementing a number of administrative, technical, and physical security controls designed to safeguard personal information. HopSkipDrive Users have limited access to one another's information and only receive certain details after a ride has been claimed. Ride Organizers are provided access to identifying information for the CareDriver, including their name, photo, and vehicle information. CareDrivers can view pickup and drop-off locations when claiming rides, and receive Rider information only upon pickup. This information is then masked after the ride is complete. Phone numbers are masked via in-app communication.

## TECHNOLOGY DESIGNED FOR SAFETY



### NOTIFICATIONS

Ride Organizers receive alerts when the CareDriver is on their way to pickup, once the Rider has been picked up, and as soon as the Rider has been dropped off.



### REAL-TIME RIDE TRACKING

The HopSkipDrive platform enables Ride Organizers and Users associated with a Rider's account to monitor rides in real-time, creating unparalleled transparency and visibility during the ride.



### SAFE DRIVING MONITORING

Third-party software detects unsafe driving behavior during the ride, including telephone or text use while driving, braking force, speeding, acceleration, and hard turns.



### HEALTH-FORWARD TECHNOLOGY

Innovative technology and in-app features bring COVID-Safe Rides Standards to CareDrivers and enables real-time feedback from CareDrivers, Riders and Ride Organizers.

## CareDriver safety

While the gig economy has grown tremendously in recent years, certain gig opportunities have presented safety issues, particularly for women. Concerns over sexual harassment and personal safety are common for women driving for ride-hailing services where peak demand is typically during the least safe hours — at night and while driving people home from bars.

Since most rides occur during the day, HopSkipDrive not only provides a solution for individuals in need of a safer option, but CareDrivers report the platform is a far more attractive option for empty-nesters or recent retirees who prefer the advance scheduling features that HopSkipDrive provides. CareDrivers can see and claim available rides far in advance of their start date, along with the estimated earnings for each ride, allowing for convenient scheduling. They also have the ability to claim an entire ride series, allowing them to have consistency in the rides they choose to claim and the Riders they serve.

A recent survey conducted on a sample of CareDrivers asked them to rate how safe they felt while driving on the HopSkipDrive platform. On average, participants rated safety on the platform as being a 9 out of 10 in comparison to other rideshare platforms.

## Covid-safe rides

With the advent of the COVID-19 pandemic, HopSkipDrive raised the bar for industry standards by enhancing safety features to ensure the safest in-ride environment for all platform Users. COVID-Safe Ride Standards were created using CDC and local guidelines, as well as engagement with public health experts, and were implemented across all markets before the end of Summer 2020.

Consistent with CDC guidelines, CareDrivers and Riders were required to wear face coverings during every ride to ensure the safest in-ride experience. In-app features and health-forward technology enable CareDrivers to affirm they are not experiencing any symptoms and have not recently tested positive for COVID-19 each day they plan to offer rides through the HopSkipDrive platform. HopSkipDrive continues to facilitate anonymous COVID-19 exposure reporting to the extent that such notification does not jeopardize privacy interests so that Users may take proactive health measures if a CareDriver or Rider begins to show symptoms. All platform Users are asked to cancel a ride if they are sick or experiencing any symptoms related to COVID-19.

## HOPSKIPDRIVE SAFETY ADVISORY BOARD



**LISA ROBINSON**  
DIRECTOR OF  
CONTRACTS & PROGRAMS  
HAAS ALERT



**TORINE CREPPY**  
PRESIDENT,  
SAFE KIDS  
WORLDWIDE



**DIANA HOLLANDER**  
RETIRED DIRECTOR OF  
TRANSPORTATION, NEVADA  
DEPT OF EDUCATION



**DR. NANA AFOH-MANIN**  
MD, MPH, EMP  
FOUNDER OF SHARED  
HARVEST FUND



**THERESA ANDERSON**  
REGION 5 DIRECTOR,  
NATIONAL ASSOCIATION FOR  
PUPIL TRANSPORTATION



**STEVE SIMMONS**  
PRESIDENT ELECT,  
NATIONAL ASSOCIATION FOR  
PUPIL TRANSPORTATION



### What does safety mean to you?

*Safety is everyone's responsibility and should always lead. Safety is a consideration, consciously or unconsciously, in everything we do, every day. Safety is a core value, not a priority. Priorities change but values do not.*

- Lisa Robinson

*Safety means that you and your company strives to take out any or all variables that could cause harm to your customer base.*

- Steve Simmons

*Safety means keeping yourself and others free from harm or danger. It also means to avoid accidents by being careful with what you are doing and who you are doing it with.*

- Theresa Anderson

*Safety is the piece of mind in knowing that those you love will arrive the same as, or better, than when you left them.*

- Dr. Nana Afoh-Manin



## Safety Advisory Board

HopSkipDrive continues to research, develop, implement, and enhance platform features to optimize safety for all Users and the entire community. The goal of HopSkipDrive's [Safety Advisory Board](#), the first of its kind in the industry, is to advise on safety initiatives and further advance our safety leadership.

Our Safety Advisory Board is comprised of industry leaders at the very top of their respective fields — from leaders of some of the most well-respected organizations on youth transportation safety to experts on public health. The committee works with HopSkipDrive to further advance our safety leadership and guide initiatives for the future.

Additional members across all fields are constantly being evaluated for the Safety Advisory Board. New information regarding the Board's charter can be found on the HopSkipDrive [Safety page](#).

## Opportunity through mobility

Throughout 2021, HopSkipDrive, in partnership with agencies throughout several markets, helped streamline transportation operations in order to reach communities that were struggling to access the care they needed by bringing COVID relief directly to them. With transportation often proving to be a barrier for older adults — many of whom are unable to drive themselves — HopSkipDrive's flexible, reliable, and easy-to-use transportation solution was used by families and organizations to enable greater independence for older adults by helping to fulfill requests for medical appointments and various errands.

These services provided the most vulnerable populations with greater access to vaccine distribution centers and testing facilities. With transportation care services being especially critical during the pandemic, HopSkipDrive was able to promote the safety and health of these populations by providing access to potentially life-saving services.



# Data insights

HopSkipDrive's Safe Ride Support system is designed to ensure the safest in-ride experience and provides extensive safety data which fuels our ongoing safety programs. HopSkipDrive's proactive safety approach, systems, processes, and culture go beyond what other platforms have done.

## Methodology & safety categories

HopSkipDrive measures critical safety incidents as defined by the [National Sexual Violence Resource Center \(NSVRC\)](#) and traffic collisions as defined by the [Department of Transportation](#). Definitions for these measures are as follows:

### Critical safety incidents

#### Motor vehicle fatalities

#### Fatal physical assault

#### Sexual assault

- Non-Consensual Sexual Penetration
- Attempted Non-Consensual Sexual Penetration
- Non-Consensual Kissing of Sexual Body Part
- Attempted Non-Consensual Kissing of Sexual Body Part
- Non-Consensual Touching of Sexual Body Part
- Attempted Non-Consensual Touching of Sexual Body Part
- Non-Consensual Kissing of Non-Sexual Body Part
- Attempted Non-Consensual Kissing of Non-Sexual Body Part
- Non-Consensual Touching of Non-Sexual Body Part
- Attempted Non-Consensual Touching of Non-Sexual Body Part

### Traffic collisions

Any incident on the HopSkipDrive platform where a vehicle makes contact with another vehicle, pedestrian, animal, road debris, or other stationary objects while the CareDriver is on the way to the pick-up location or while the Rider is inside the vehicle. HopSkipDrive has aligned with the U.S. Department of Transportation's definition of a recordable motor vehicle crash to break these incidents into two categories:

#### Major collisions

A traffic collision resulting in a vehicle being towed away from the scene, a fatality, or where an individual immediately sought medical attention (including went to urgent care to get "checked out")

#### Minor collisions

All other traffic collisions

### Ride incidents

Any incident on the HopSkipDrive platform where either a Rider or CareDriver deviates from the Community Guidelines, Zero-Tolerance Policies, or Terms of Use.

#### Safety-related incidents

Any deviation from HopSkipDrive Community Guidelines or Zero Tolerance Policies that have the potential to compromise Rider or CareDriver safety, including issues such as ride deviations without pre-approval from the Ride Organizer

## SAFETY AT HOPSKIPDRIVE



\*Major collision in which one of the vehicles was towed away from the scene or medical attention was needed, including just to get checked out by a professional.



## Safety data

This Safety Report examines data collected throughout 2021, in which a total of **7 million safe miles** were driven by CareDrivers. Consistent with previous years, an overwhelming majority of rides scheduled through the HopSkipDrive platform — **99.699%** — ended without a safety-related issue of any kind. In addition, **100%** of all rides ended without a critical safety incident.

## Critical safety incidents

HopSkipDrive believes that any allegation of physical assault, sexual assault or sexual misconduct must be taken extremely seriously and has protocols in place to conduct an immediate investigation should our team receive a report of this nature. With any report of a critical safety issue, the accused party's access to the HopSkipDrive platform is immediately suspended while the team conducts a complete and thorough investigation. This type of review could involve third parties, including local law enforcement.

HopSkipDrive Community Guidelines help remind all Users of the sensitive nature in working with children. HopSkipDrive also provides resources to CareDrivers, which cover topics such as maintaining a professional boundary with Riders.

**Figure 1: Critical Safety Incident Rates**

YEAR	2021
<b>Critical Safety Incidents</b>	<b>0.000%</b>
Motor Vehicle Fatalities	0.000%
Fatal Physical Assault	0.000%
Sexual Assault	0.000%
Non-Consensual Sexual Penetration	0.000%
Attempted Non-Consensual Sexual Penetration	0.000%
Non-Consensual Kissing of Sexual Body Part	0.000%
Attempted Kissing of Sexual Body Part	0.000%
Non-Consensual Touching of Sexual Body Part	0.000%
Attempted Touching of Sexual Body Part	0.000%
Non-Consensual Kissing of Non-Sexual Body Part	0.000%
Attempted Kissing of Non-Sexual Body Part	0.000%
Non-Consensual Touching of Non-Sexual Body Part	0.000%
Attempted Touching of Non-Sexual Body Part	0.000%

### Traffic collisions

Rides scheduled through the HopSkipDrive platform are typically booked well in advance of the ride’s scheduled start time — often a minimum of eight hours. For insurance purposes, the rideshare business model is broken up into three distinct periods. Unlike other rideshare platforms, CareDrivers are never “on-call” or waiting to be matched on the platform (which is considered Period 1). HopSkipDrive only operates in two distinct ride periods; the period in which the CareDriver is on their way to the pickup location (Period 2) and the period in which the Rider is in the vehicle (Period 3).

For the purposes of this Safety Report, traffic collision data will only include incidents that align with the U.S. Department of Transportation’s recording standards for motor vehicle collisions and occurred during either of these two ride periods in which the CareDriver was performing a ride.

### Driver fault for collision

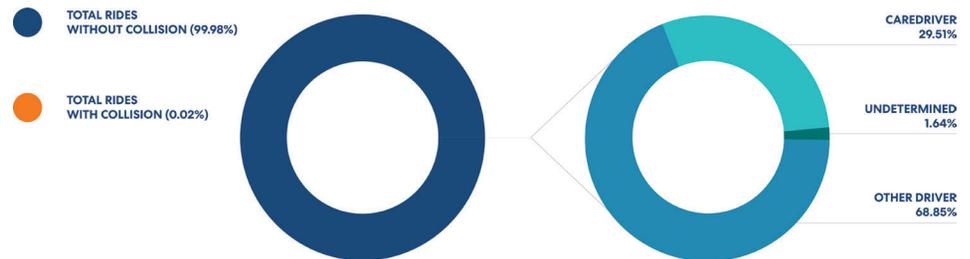
HopSkipDrive collects data on which party is determined to be at fault for a collision. The data collected by HopSkipDrive shows that in **68.9%** of all collisions involving CareDrivers throughout 2021, the other driver was found to be at-fault for the incident.

A determination for which party was at-fault for the collision was unable to be found for **1.6%** of all HopSkipDrive-related traffic collisions in 2021.

Figure 2: Traffic Collision Rates

YEAR	2021
<b>Total Collisions</b>	<b>0.020%</b>
Major Collisions	0.004%
Minor Collisions	0.016%

Figure 3: Driver Fault For Collision (2021)



## Ride incidents

Because safety drives everything we do, our safety data is overinclusive and also captures reports of Users deviating from HopSkipDrive Community Guidelines, Zero Tolerance Policies, and/or Terms of Use. For example, a ride incident includes instances where food or drinks are consumed by a Rider during a ride: a deviation from Community Guidelines. This non-eating policy was designed to help keep vehicles clean and to keep Users safe from choking hazards or any potential consequences from food allergies. Ride incidents may, but do not always, lead to account suspension or termination.

**Figure 4: Ride Incident Rates**

YEAR	2021
<b>Ride Incidents</b>	<b>1.92%</b>
<b>User Behavior Guidelines</b>	<b>1.53%</b>
<b>Safety Guidelines</b>	<b>0.28%</b>
<b>Platform Guidelines</b>	<b>0.11%</b>
<b>Zero Tolerance Policies</b>	<b>0.00%</b>



# Telematics and safe driving monitoring

## SAFE DRIVING MONITORING HELPS KEEP EVERYONE SAFE DURING THE RIDE



PHONE  
USE



SPEEDING



HARD  
BRAKING



HARD  
TURNING



RAPID  
ACCELERATION



COLLISION  
DETECTION

With continued advancements in technology, data has become an integral part of the world of mobility and allows for new ways of mitigating risk. Telematics solutions allow for raw sensor data from a user's mobile device to be turned into critical insights that provide real-time information about their driving habits and allow for a better understanding of risk and predictive behaviors.

This information — combined with other Motor Vehicle Record information such as Driver's License status, driving violations, or vehicular crashes — can help predict risk for potential future crashes. These solutions not only provide an opportunity for real-time feedback to drivers but are also a strong indicator of one's overall driving behavior in comparison to a standard behind-the-wheel test.

HopSkipDrive partners with an industry-leading third-party software provider which detects unsafe driving behaviors during the ride. This cutting-edge technology looks at five unsafe driving categories to provide a safety score for CareDrivers.

These categories include phone usage, speeding, acceleration, hard braking, and hard-turning. Using the sensors on a smartphone, this software can also detect auto collisions at a certain speed and will notify HopSkipDrive at the moment of impact.

## Distracted driving

The U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) released its [2021 traffic fatality report](#) for the first nine months of 2021, showing that an estimated 31,720 people died in crashes between January and September 2021, an increase of approximately **12%** compared to the first nine months of 2020.

Although there were fewer cars on the road in 2020 due to health-related shutdowns caused by the pandemic, fatality rates increased due to riskier behaviors like speeding and phone use. The pandemic helped lead to new levels of technology and phone addiction that resulted in an increase in crashes across U.S. roads.

A [2020 study conducted by Zendrive](#) analyzed nearly 86,000 collisions from a dataset of hundreds of thousands of collisions and found that nearly **57%** of all crashes analyzed had involved some type of phone use prior to impact. Through their findings, they were able to determine that nearly **17%** of those crashes had involved phone use within 5 seconds of impact, resulting in nearly **one in every five crashes being directly attributed to a phone-related distraction**<sup>1</sup>.

In 2021, Zendrive found that drivers involved in a collision had spent an average of 91 seconds using their phone prior to the crash — which was **2.6x more time spent on the phone** than drivers who weren't involved in a collision<sup>2</sup>.

Research conducted by Cambridge Mobile Telematics (CMT) for their 2021 analysis on distracted driving<sup>3</sup> found that although the number of trips taken in 2020-2021 had decreased by around **60%**, distracted driving was at an all-time high during the pandemic, having increased by over **18%**, averaging one minute and 34 seconds per driving hour.

For all collisions on the HopSkipDrive platform that were detected through the use of telematics in 2021, **CareDrivers, by comparison, did not exhibit any behaviors of phone use prior to impact.**



<sup>1</sup> Zendrive, "Zendrive Collision Report", December 2020, <https://www.zendrive.com/data-studies/zendrive-collision-report>.

<sup>2</sup> Zendrive, "How to prevent distracted driving in 2021: a comprehensive guide", April 2022, <https://www.zendrive.com/blog/how-to-prevent-distracted-driving>.

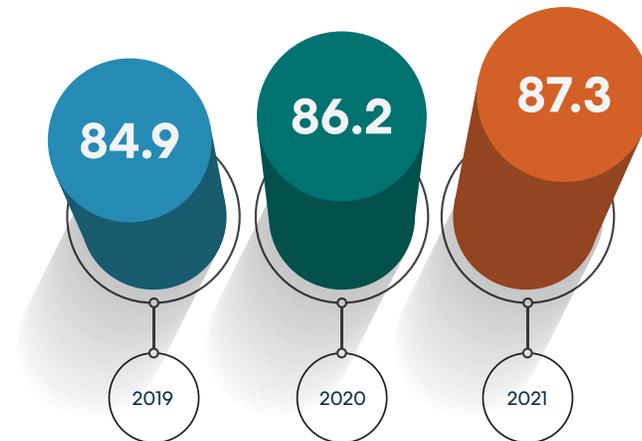
<sup>3</sup> Cambridge Mobile Telematics, "Measure and Pricing Phone Distraction Risk", May 2021, [https://www.cmttelematics.com/wp-content/uploads/2021/05/CMT\\_DDR\\_5-20\\_FINAL.pdf](https://www.cmttelematics.com/wp-content/uploads/2021/05/CMT_DDR_5-20_FINAL.pdf).

## Safety scores

A [2018 Safe Driving Report](#) published by EverQuote found that drivers nationally received an average safe driving score of 79 out of 100, with some of the “riskiest” drivers averaging around 70.

Even with more CareDrivers back on the road than the prior year, the average safe driving score for CareDrivers in 2021 was **87.3** — an improvement of **1.0%** from the year prior and **2.4%** from 2019. This increase year over year confirms that **CareDrivers are not only safer on the road than average drivers, but continue to show safety improvements even as the roads get more dangerous every year.**

Figure 5: CareDriver Safe Driving Scores Year-Over-Year



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# Regulating for modern student transportation

Despite dramatic changes in technology, vehicle safety, and education, many student transportation regulations are written for the traditional yellow school bus model and don't account for the variety of other ways children get to school. It's important that we begin to rightsize these regulations to accurately reflect the needs of students and the innovations in student transportation today. When schools have better access to safe and reliable transportation solutions, they are better able to serve their students and families. Here are the realities:

## 1. Student transportation is not one-size-fits-all

There are countless factors that impact how a child accesses education and what type of transportation solution would best meet that child's needs. Think about it: open enrollment, changing bell times, geographic diversity — these factors have huge impacts on how a school thinks about the transportation needs of their students. How kids get to school in New York City undoubtedly looks different than in Poughkeepsie.

Not to mention the needs of students themselves are varied. Maybe a child needs to get to speech therapy in the middle of the day, or maybe the child could benefit dramatically from

getting to school in the more controlled and less chaotic environment offered by a sedan in comparison to a school bus.

## 2. The varied needs of students are continuing to grow

Back when the school bus first started being the primary form of student transportation, there was no school choice or open enrollment practices. Schools weren't shifting bell schedules or adjusting the school day in order to recapture learning loss. There were no protections provided to students experiencing housing instability.

Fortunately, today schools and state regulators are far more interested in finding the best solutions for families. As education becomes more customized, the transportation infrastructure will need to become more flexible and customizable as well.

Take the average child experiencing homelessness. She will move three times during a school year. She may move at 7pm on Tuesday night; her school can't reroute its bus system by 8am on Wednesday. If that school doesn't have access to an alternative, flexible solution, that child may not have access to school for several days or weeks.

### 3. District transportation is an ecosystem that requires a balance of different types of transportation solutions

For the condensed areas of a school district, filling a 70-passenger school bus might be easy and the best way to get certain students to school. Other students in that district might be able to take one 10-minute train ride to school. But some students in that same district may be better served by a sedan or SUV. In order to best meet the needs of students — and the best use financial and human capital resources — school districts need access to a variety of different forms of transportation.

Here's how regulations can reflect the modern realities of student transportation:

#### 1. Set a baseline for safety, consistent with the type of vehicle

Regulations can ensure a baseline for safety upon which district contracts can be built. Recommended baseline standards include:

- Fingerprint-based background checks to check for the same criminal offenses teachers are screened for
- Motor vehicle history searches to ensure only the safest drivers are providing services to students
- Searches against child abuse and neglect records
- GPS tracking for all rides
- CDL only when driving vehicles that require one per federal regulations
- Regular data reporting and established complaint processes to appropriate entities in order to ensure accountability

### 2. Provide districts with broad flexibility so they can secure the services that meet their specific needs

Today, school districts are tasked with meeting the increasingly varied needs of students; this requires an increasingly varied student transportation infrastructure. In order to adapt to meet the transportation needs of students, school districts need the flexibility to set the standards for their transportation solutions. This will allow them to best meet the specific needs of their communities.

For example, when a school district is seeking a service for students with a fixed-frame wheelchair, they know to look for a solution where drivers are trained and specialize in wheelchair securement. If that same district is seeking services for students with behavioral challenges, that district isn't going to seek drivers trained in wheelchair securement but a service that has experienced care professionals equipped to work with those riders.

### 3. Ensure safety through accountability

Historically, there has been an emphasis on setting stringent safety standards via regulation, but little focus on accountability and access to safety data. In a regulatory environment that provides districts with greater flexibility, states can continue to ensure safety through accountability by setting safety reporting standards. HopSkipDrive is currently an outlier in proactively reporting its safety data, and we shouldn't be.

Parents, schools, and regulators should never have to guess whether a particular service has a track record demonstrating safety. They should never have to guess whether existing regulations are actually serving their purpose. By requiring regular reporting of defined safety incidents, regulators and stakeholders can ensure that all services are operating safely.

**Technology as a tool in setting safety standards**

Policymakers set standards for youth transportation with safety in mind. However, when the industry as a whole lacks in safety

in mind. However, when the industry as a whole lacks in safety data, we run the risk of setting regulations that don't actually enhance safety and instead serve to further hinder access to transportation services.

Below are a few examples where technology and expertise can reduce manual processes and further enhance safety:

**Figure 6: How HopSkipDrive Compares To Legacy Student Transportation Regulations**

EXISTING REGULATION IN MANY STATES	POTENTIAL ISSUES	HOW HOPSKIPDRIVE COMPARES
<p><b>School signage on each vehicle</b></p>	<p>Can create challenges when vehicles are used across schools/districts and when companies are providing transportation for multiple uses, not just for school transportation.</p>	<p>Licensed rideshare companies are required to ensure that each vehicle has a decal displayed showing its affiliation with that company. Plus, technology can facilitate: prior to each ride, Rider and CareDriver information becomes available in the app. Our Safe Ride Support system also has multi-factor authentication. These systems are highly effective and leverage technology to reduce operational complexities of having to issue school vehicle signage.</p>
<p><b>Driving performance tests</b></p>	<p>May be helpful when driving a large 70-passenger school bus, but not necessary when driving a small vehicle.</p>	<p>With the rideshare model, drivers are using their own approved vehicles (all vehicles must be inspected, less than 10 years old, and be in good operating condition). Drivers pass initial and ongoing Motor Vehicle Record checks. Telematics solutions help detect erratic driving behaviors in real-time. These systems are far more effective than a one-time driving performance test and reduce all of the manual complexities.</p>
<p><b>In-vehicle cameras</b></p>	<p>Polarizing issue that creates concern about Rider privacy</p>	<p>Live ride telematics and GPS tracking can achieve the same results without creating privacy risks. The Safe Ride Support system uses technology to monitor rides in real-time for safety-related anomalies. The system will flag such anomalies and generate an alert that is prioritized and addressed through set processes.</p>





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## Conclusion

HopSkipDrive's vision is to continue to be the leading safe youth transportation solution for schools and families and the most empowering platform for caregivers seeking to combine flexible income with meaningful work in their community.

As the leader in innovative and scalable school transportation solutions, HopSkipDrive's RideIQ platform optimizes transportation operations while always being a step ahead of new transportation technologies, including electrification. The network of certified CareDrivers can be readily scaled up or down to meet school demand. Safety at HopSkipDrive is 'always on'. It enables us to go above and beyond industry norms, including certifying CareDrivers, monitoring each ride in real-time, and influencing industry-wide safety standards.

We can't wait to share all of the investments we've been working on this year as we continue to enable opportunity for all through mobility! If you have any questions about safety at HopSkipDrive, please email us at [safety@hopskipdrive.com](mailto:safety@hopskipdrive.com).

Thanks for reading!



**THANKS FOR READING!**