

**Our district has partnered with HopSkipDrive to arrange safe and reliable transportation for our students.**



## About HopSkipDrive

HopSkipDrive was founded by three dedicated working moms — Carolyn, Janelle, and Joanna — with a **mission to create opportunity for all through mobility**. They created a company they could trust enough for their own kids, and from that vision, HopSkipDrive was born. With 10 years of experience, HopSkipDrive gives parents and caregivers **peace of mind, knowing their riders and children are traveling safely** and confidently.

HopSkipDrive solves complex transportation challenges where there is a heightened need for safety, equity, and care. They bridge gaps in transportation for students facing unique challenges, including those experiencing homelessness, in foster care, or with disabilities.

## Safety You Can Trust With HopSkipDrive

At HopSkipDrive, the safety of your rider(s) is their top priority. They've set a new standard for school transportation with innovative new technology that goes beyond the basics, providing real-time tracking and advanced safety features to ensure every ride is as safe as possible. Here's how HopSkipDrive protects your rider(s) on every journey:

- Real-time notifications for every ride are provided in the HopSkipDrive app and by SMS so you're always in the loop
- Live ride tracking access for caregivers, school ride organizers, and HopSkipDrive Safe Ride Support team throughout the entire trip
- Advanced telematics technology that tracks the six riskiest driving behaviors, helping to ensure safe driving at all times
- Multi-factor authentication to confirm your child is with the correct CareDriver, every time

With HopSkipDrive, you can feel confident knowing your child is safe and supported from start to finish.

## Since HopSkipDrive launched in 2014, they have:

-  Partnered with over **1000** school districts, government agencies, non profit partners
-  Supported more than **10,000** schools
-  Operated in **17** states
-  Facilitated over **5 million** safe rides

## HopSkipDrive's App

HopSkipDrive provides parents and caregivers with a dedicated app, giving you visibility into each and every ride from start to finish.

- **Downloading the App:** For the best experience, live updates, and managing rider notes, [download the HopSkipDrive app](#). This will allow you to manage your rider(s) and their rides more efficiently.
- **Rider Profile:** Add a [profile picture](#), [safety settings](#), [code word](#), and notes about your rider(s), (ex: music preference, hobbies etc.) to help CareDrivers provide a more comfortable and personalized experience for the rider(s). While optional, we highly encourage you to add in your [rider's phone number](#) if they have their own phone so they can receive texts when their CareDriver is arriving.\*  
\*Note: CareDrivers can never see the rider's phone number, and can only contact the rider(s) using the app.



- **Ride Notifications:** The evening before your rider(s) has a ride scheduled, you'll receive a text message from HopSkipDrive, listing out all of your rider's scheduled rides for the next day. You'll also receive timely updates for a ride in progress from start to finish.

"I had no idea that a service like this existed. To have the safety of knowing who's picking up my child and knowing that they are going to their destination safely has been such a relief. It's been a great experience."

— Caregiver, Oakland, CA

- **Monitor Rides:** In addition to viewing all upcoming rides and their assigned CareDriver info, caregivers can [track all rides](#) in real-time, providing ease and peace of mind while riders travel to/from school.
- **Cancel Rides:** If your school district enables you to [cancel rides](#), you can do so on the app, by texting "Cancel" to your ride SMS, or calling the HopSkipDrive support team.
- **Contact Support:** Caregivers can also [contact the CareDriver](#) and the [HopSkipDrive support team](#) during a ride. In addition, you can also rate each ride in the app once it's been completed.
- **Invite Others to Monitor:** You can also [invite other caregivers](#) to monitor rides in real-time without granting full account access.

DOWNLOAD ON THE APP STORE

GET IT ON GOOGLE PLAY

## HopSkipDrive CareDrivers

HopSkipDrive's network of CareDrivers, paired with best-in-class Safe Ride Technology and safety protocols, provides a consistent experience that helps riders of all abilities thrive. CareDrivers are **typically parents, grandparents, babysitters, former teachers, nurses, and more.** In fact, they're safer on the road than the average driver.

To ensure the safety and reliability of CareDrivers, HopSkipDrive has a thorough 15-point certification process. This includes a multi-agency background check that involves fingerprinting, a minimum of five years of caregiving experience, ongoing motor vehicle and driving record checks, vehicle requirements, and state-level clearance for a Child Abuse and Neglect Scan where applicable.

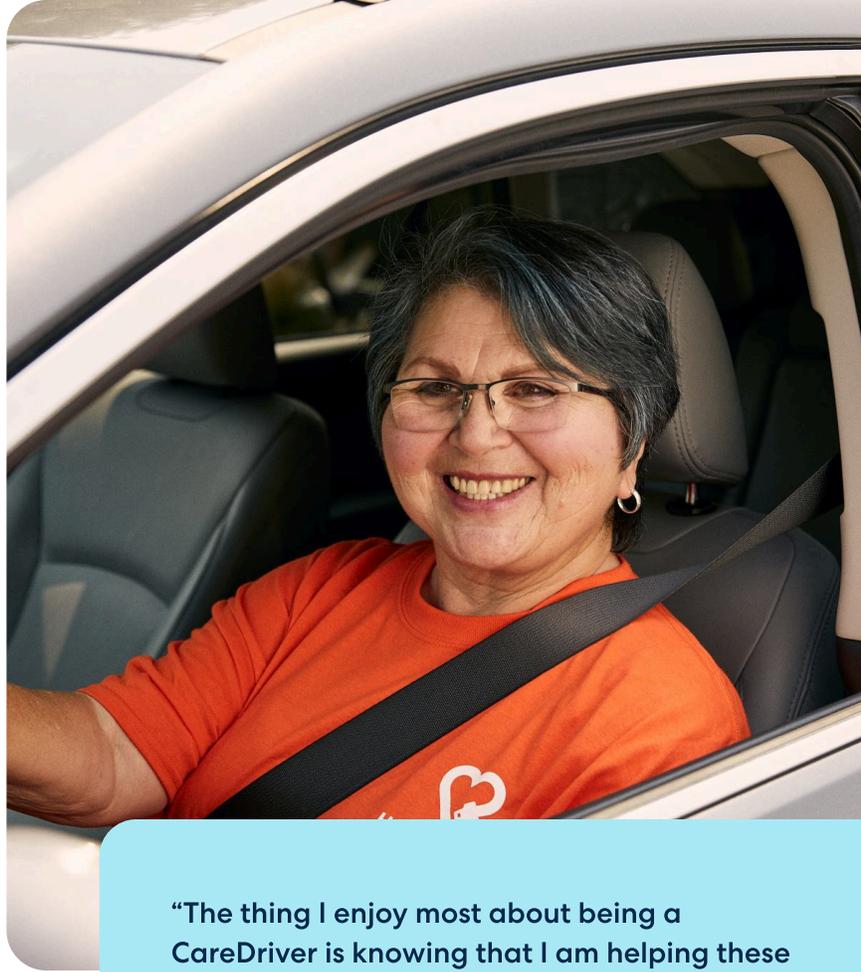
## Support and Resources at HopSkipDrive

At HopSkipDrive, **rider safety and caregiver peace of mind are top concerns.** Every HopSkipDrive ride is tracked by their Safe Ride Support Technology — **providing end-to-end visibility into rides** for platform users, including CareDrivers, caregivers, and Ride Organizers at the school. They have a Safe Ride Support team available every time a ride is active anywhere in the country tracking rides, monitoring the company's proprietary ride alerts, and standing by to respond to any urgent ride issues.

Whether you need help during a ride, have questions, or need assistance with anything else, there are several ways to get in touch with the HopSkipDrive team and access support:

- **Instant Answers:** Visit the [HopSkipDrive Help Center](#) for quick solutions to common questions.
- **Email Support:** For non-urgent inquiries, contact HopSkipDrive at [support@hopskipdrive.com](mailto:support@hopskipdrive.com).
- **Dedicated Support for Riders with IEPs & Special Needs:** Families and caregivers of students with IEPs, 504 plans, or those needing a Wheelchair Accessible Vehicle can call our dedicated support line at [\(213\) 737-9600](tel:2137379600) anytime. Use this toll-free number to customize your rider's plan, add specific rider notes, or ask questions.

HopSkipDrive is here to ensure you and your rider(s) have the support you need, every step of the way. We're proud to partner with HopSkipDrive to arrange safe, reliable, and equitable rides for our students.



“The thing I enjoy most about being a CareDriver is knowing that I am helping these children get to and from their destinations safely. I am a mother as well and while picking up and dropping off these kids that are in my care, I treat each and every one of them like they were my own.”

— Claudia, CareDriver