

HopSkipDrive

# Safety Report

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## Executive summary

HopSkipDrive was founded with the mission of creating opportunity for all through mobility. When we began this work nine years ago, our focus was on how to get kids where they need to go safely. Today, that work has expanded to modernizing student transportation as a whole, as well as facilitating transportation for others who may need it, like older adults.

With all the technological advancements made over the past 40+ years, the student transportation industry has begun to evolve but still has opportunity to meet the current moment. School districts have been operating in crisis mode across the country for some time now — with [88% of districts impacted by bus driver shortages](#). These shortages have greatly impacted student safety by causing districts to expand walk boundaries along dangerous and busy streets, eliminate bus routes, or leave kids stranded entirely when buses don't show up. School transportation has always been integral to education, designed to ensure equitable access to education for every child, but the reality is that the system as it exists today still has room for improvement.

Enter HopSkipDrive. We believe that school transportation should be student centered, meaning that there are more effective and efficient ways to support more students. Our vision is to supplement student transportation options by filling the gaps in our existing system to enable equity, eliminate inefficiencies, and raise the bar on safety.

At the core of this work is our approach to safety. We believe safety is about looking to the future and being proactive, innovative and relentless. HopSkipDrive continually innovates on safety, strategically implementing new technology and processes. We believe in holding ourselves — and the industry — accountable through transparency, which is why HopSkipDrive is the first (and only) organization in the student transportation industry to publish a report of this nature.

For the purposes of this report, we examine data collected from 2022 in which a total of **16.5 million safe miles** were driven by CareDrivers across 22 markets in 11 states and Washington D.C. During this reporting period, the vast majority of all rides scheduled through the HopSkipDrive platform — **99.688%** — ended without a safety-related concern of any kind.

To elaborate, for the small subset of rides that did experience a safety-related concern, only **0.020%** of those rides experienced a traffic collision. Of that subset that did experience a traffic collision, only **0.003%** of those were considered to be a major collision in which one of the vehicles was towed away from the scene or medical attention was requested.



**0.292%****RIDES EXPERIENCED  
A SAFETY-RELATED  
INCIDENT****0.020%****RIDES EXPERIENCED  
A TRAFFIC  
COLLISION****0.003%****RIDES WITH A  
COLLISION WERE  
CONSIDERED MAJOR\*****0.000%****RIDES EXPERIENCED  
A CRITICAL SAFETY  
INCIDENT**

Consistent with previous Safety Reports we've released, there were **no critical safety incidents of any kind** reported during rides scheduled through the HopSkipDrive platform in 2022.

Throughout 2022, HopSkipDrive certified nearly **7,000** caregivers to the flexible network of CareDrivers. As part of the certification process, all CareDrivers must have a minimum of 5 years of prior caregiving experience, though many report many more years of being a caregiver. In fact, the median range of caregiving experience reported by CareDrivers is **10 years**.

Around **27%** of CareDrivers on the HopSkipDrive platform come from the education industry, or have worked with children in another capacity (such as nursing or social work), and **80%** are parents themselves. CareDrivers overwhelmingly report a genuine sense of purpose from forging connections with the children and families within their communities.

As more drivers were certified onto the platform, CareDrivers drove over **2x** the number of miles from the previous year. With nearly double the number of miles and rides performed in 2022, the overall safe driving score for CareDrivers on the HopSkipDrive platform increased for the sixth straight year by another **0.1%** to an **87.4**, continuing to support the use of telematics solutions as an indicator of overall safe driving behaviors and CareDrivers really being '*caregivers on wheels*'.

Even with this tremendous growth, our safety data has remained consistent year over year, further proving our safety measures are scalable. Regardless of how encouraging this data is, we know our work on safety is never done. We are constantly innovating on new ways to make our community even safer. This year, we enhanced the product capabilities relating to live support with our Safe Ride Support system technology and introduced chat functionality to further User experience. Through our partnership



\*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.

with an industry-leading insurance provider, HopSkipDrive continues to pursue new telematics solutions to deliver data that can indicate impairment during rides.

We encourage you to read more about how HopSkipDrive is continuing to raise the bar on safety while modernizing student transportation and expanding equity so that every child can benefit from safe, reliable transportation. If you have any questions about safety at HopSkipDrive, please email us at [safety@hopskipdrive.com](mailto:safety@hopskipdrive.com).

Thanks for reading!



## YEAR IN REVIEW

**16M+**

SAFE MILES  
DRIVEN

**777K+**

RIDES FOR KIDS  
AND FAMILIES

**100K+**

ADULT RIDERS  
SERVED

**7K**

NEWLY CERTIFIED  
CAREDRIVERS

**4K+**

SCHOOLS  
SERVED

**300**

DISTRICTS  
SERVED

**99.688%**

RIDES WITHOUT A  
SAFETY CONCERN

**0.1%**

INCREASE IN SAFE  
DRIVING SCORES

**100%**

RIDES WITHOUT A  
CRITICAL SAFETY INCIDENT









## A letter from our CEO



**Joanna McFarland**  
CO-FOUNDER AND CEO

When two other working moms and I started HopSkipDrive, we knew the fundamental rubric we'd measure our safety technology and processes against was, *"What would it take to put my child in this car?"*

Now in our ninth year – and over 200 employees, 22 markets, 46 million miles and three million rides later – our team members still ask ourselves that question daily. The results are a stellar safety record, detailed here in our fourth annual Safety Report.

We are proud of our safety record but will never rest on our laurels. We are constantly thinking about innovation in safety, and applying it to our platform as we partner with schools to supplement their existing transportation options.

For instance, driver impairment. The industry continues to measure impairment with drug and alcohol tests, either randomly or before ever beginning a ride. These only evaluate whether a driver is under the influence of drugs or alcohol at *one specific point in time*. In fact, federal testing rates mean that the probability on any given day that any given school bus driver will be selected for

a random drug or alcohol test is **0.3%**. *But to truly measure and improve safety, we should be measuring what's happening on every single ride.*

We believe mobile-phone based telematics technology, like what HopSkipDrive uses, is a far better indicator of the types of impairment that lead to risky driving behaviors. Today, telematics capabilities can identify if a CareDriver is using their cell phone while driving, speeding, hard braking, rapidly accelerating, and more. Studies now indicate that these telematics solutions can be up to **98.83%** accurate in detecting drunk driving behavior, indicating that real-time telematics technology can be far more accurate, effective, and valuable than one-time tests<sup>1</sup>.

We'll discuss impairment, and our use of telematics, further in this report, including what we measure and how we act on the insights. But as we enter our ninth year operating, I'm continually thinking of ways we can raise the bar across the industry, working together to improve the twin priorities of safety and expanding transportation access for students. Maybe historically drug and alcohol testing was the best thing available to test potential

impairment, but we now have technology to measure many forms of impairment.

There may have been a time when traditional drug and alcohol testing was the best way to try and ensure someone was not operating a motor vehicle while impaired, but it leads me to wonder how we can work together to make this the industry standard, and in turn, improve safety for all students - no matter how they're getting to school. We are committed to eliminating this risk and invite any organizations or other advocates for doing the same to join with us in this effort.

Speaking of technology, HopSkipDrive's GPS technology allows caregivers, Ride Organizers and our Safe Ride Support team to track every single ride in real-time, enabling full transparency and greater peace of mind. Telematics continues to promote safe driving behavior and iterative improvement, and this year we've made further safety-related updates to RideIQ.

HopSkipDrive continues to set the bar above and beyond. We do it for schools, families, and students and we do it to help push the industry forward, in the interests of improving safety for all kids. We founded this company to create opportunity for all through mobility, and safety is at the core of our work every day.

In our fourth annual Safety Report, we continue our commitment to safety transparency: our metrics, our technology and our relentless commitment to strengthening safety through innovation.

Sincerely,

Joanna McFarland



## A letter from our Sr. Strategic Advisor



**Mike Martin**

**SENIOR STRATEGIC ADVISOR,  
FORMER EXECUTIVE DIRECTOR AND CEO  
OF THE NATIONAL ASSOCIATION FOR  
PUPIL TRANSPORTATION (NAPT)**

It would be an understatement to say that the typical school transportation department views itself as safety-centered. Slogans like “*safety first, safety always,*” or “*leave no stone unturned*” have become commonplace. But, does every decision made really improve safety?

Ask anyone in school transportation who views themselves as safety-centered if they have ever increased the school’s walk radius — the distance by which students can be considered “*in walking distance*” of school. Many will say “yes.” There are operational reasons for this, of course, but it is certainly not a “*safety-first*” or “*safety-always*” practice. Or ask if they have thoroughly evaluated all of the products and services available that could raise the bar on safety, or how often they re-evaluate currently used practices, products and services. The answer is usually “no.”

The traditional transportation benchmark for “*safety*” uses a fatality rate per million miles traveled. This is a retroactive measure of the absence of harmful acts, which enables us to talk about things like the “*number of days without an accident*” as key performance indicators of success. Is it helpful? In a

general sense, yes, as it enables comparison to the other ways people could die when ambulatory (e.g. walking, bicycling, riding a scooter, and driving or riding in a motor vehicle). But is it the best way to analyze safety in our industry, or even discuss it?

After resigning as Executive Director and CEO of the National Association for Pupil Transportation (NAPT), a post I held for nearly 27 years, I found myself wondering about questions like this and whether as an industry there’s an opportunity to think in new ways and try new things.

I was fortunate to connect with HopSkipDrive CEO and Co-founder Joanna McFarland, with whom I extensively discussed the concept of rethinking student safety — especially as it relates to transportation. We quickly discovered we have mutual goals and interests, including a commitment to solving real-world problems like the school bus driver shortage (a top problem for transportation directors for the last 30 years), as well as other operational challenges that make it difficult, sometimes impossible, to get students to school.

There are many different perspectives in the school transportation industry, and as a consequence, we sometimes see ourselves as different teams or on different sides simply because we do things differently. The truth is, we are one team. We all have a shared goal of improving school transportation and ensuring all students are safe.

HopSkipDrive has, since its founding, sought new ways to make student transportation even safer, and the results in this report speak for themselves. Moreover, and regardless of whether you work in the public or private sector, the transparency shown by publishing this Safety Report, along with the reasons HopSkipDrive collects safety data and the way it is used to drive continuous improvement, is impressive. Data-driven decision-making is ingrained in the HopSkipDrive corporate culture, and everyone has an open-minded willingness to change when the data makes it clear change is needed.

The company has smart leadership and a deep bench of talent, both of which are unwaveringly committed to improving student safety. They respect different viewpoints and differences of opinion and are committed to making tomorrow better for everyone — especially students. These are all important to me - and should be to you, too.

I am therefore honored to serve as an ambassador of HopSkipDrive's commitment to student safety. I am excited about collaborating with others in our space to rethink and analyze the traditional view of school transportation safety from a holistic perspective, and I look forward to working together as a partner and colleague in the industry for years to come.

Sincerely,

Mike Martin







## 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.

## About HopSkipDrive

**46M+**

**SAFE MILES  
DRIVEN**

**3M+**

**KIDS DRIVEN  
SAFELY**

**450K+**

**ADULT RIDERS  
DRIVEN SAFELY**

**16K+**

**SCHOOLS  
COVERED**

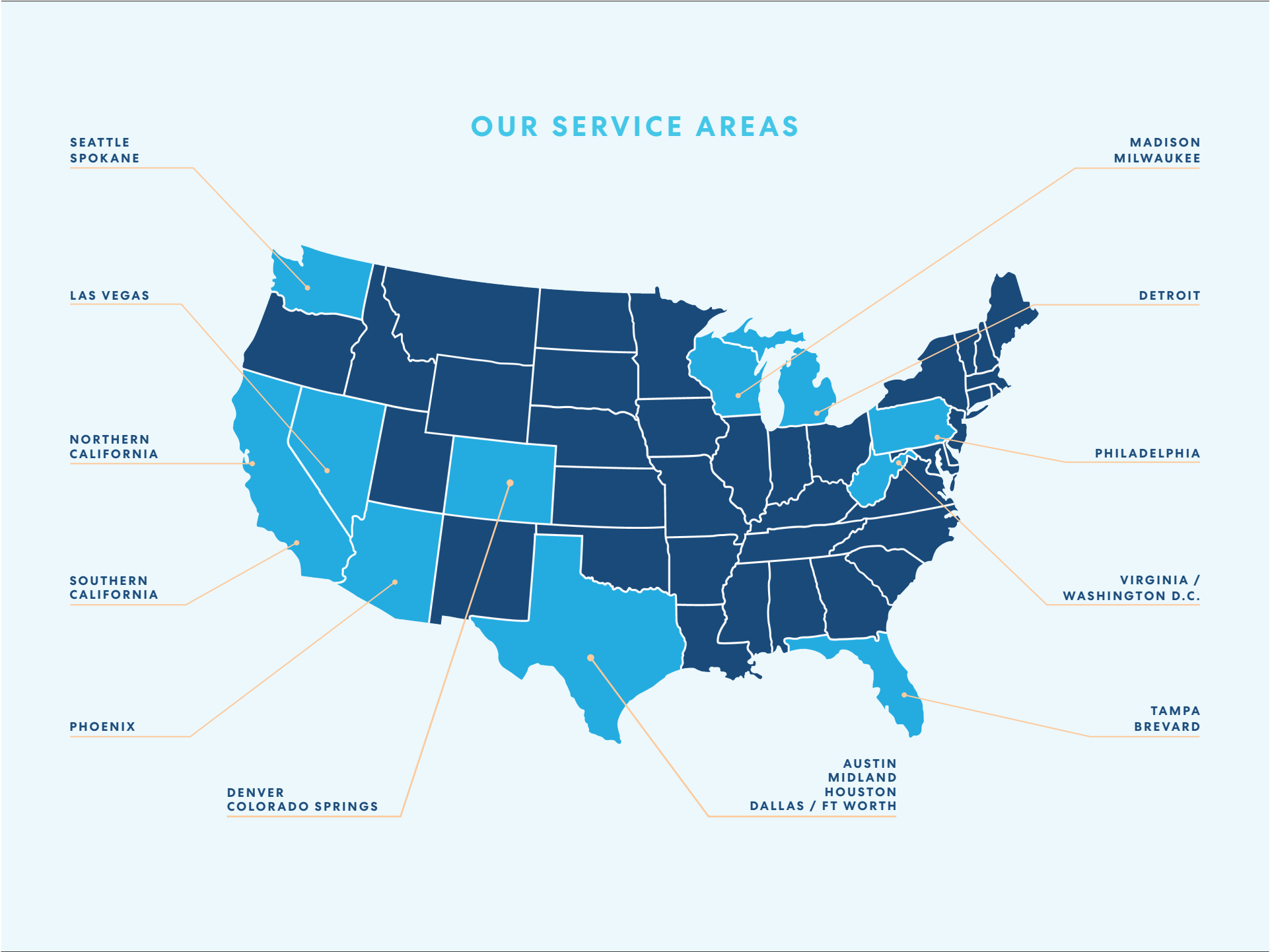
HopSkipDrive was founded by three moms who saw the need for new solutions to get kids where they need to go, recognizing how important safe transportation is to creating opportunity for all. Now nine years later, HopSkipDrive has grown into a full scale platform that serves as the main form of transportation for thousands of students across 22 markets in eleven states and Washington D.C.

We know that the way kids get to and from school has an impact on our kids, their families, our schools, and our communities. Positive experiences getting to school have a huge impact on the quality of a student's day – and ultimately, their future. Shorter commutes have worthwhile impacts on kids' well-being, and lead to better academic performance, and more sleep and exercise. We know that when we reduce the barriers to accessing reliable transportation, [attendance increases](#).

We are proud to give parents, caregivers, and districts peace-of-mind while expanding earning opportunities to experienced care professionals. Transportation arranged through the HopSkipDrive platform helps students get access to the educational opportunities they deserve. We've also seen the benefits of our platform for other groups, like older adults, for whom it enables greater independence to access the services they need. HopSkipDrive is committed to the optimal safety of all platform Users, and has built safety into every component of the platform.

As parents ourselves, we understand how scary it can be to put your child in someone else's car. We don't take that responsibility lightly. When it comes to how we vet drivers, how we leverage technology like GPS and telematics, and what rules to put in place for the community, we approach those decisions as parents, with a safety-first mindset that governs everything we do.





## 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

### Purpose-built tools for youth transportation

HopSkipDrive, the leader in innovative, supplemental school transportation solutions, is proud to partner with schools, districts, and counties. The platform allows districts to optimize their transportation operations and allows Ride Organizers to coordinate specific transportation that meets each student's needs effortlessly. 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.

Ride Organizers and caregivers associated with a Rider's account can track rides in real-time, offering unparalleled visibility to school transportation staff and families. Rides can be easily scheduled, edited, and canceled so that no child is ever left waiting.

### 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.

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.



## WE PARTNER WITH



DISTRICTS



COUNTIES



CONTINUING  
EDUCATION



INDEPENDENT &  
CHARTER SCHOOLS



NONPROFITS



GOVERNMENT  
ORGANIZATIONS

### Mission and core values

HopSkipDrive's mission is to create opportunity for all through mobility, especially those who need a little extra care, through empathy, innovation, and a trusted technology platform that connects Riders and CareDrivers.

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  
DROPOFF  
INSTRUCTIONS



MULTI-FACTOR  
RIDER  
VERIFICATION



SAFE RIDE  
SUPPORT  
SYSTEM



EXPERIENCE  
YOU CAN  
TRUST

We strive to be the leader in safe youth transportation solutions and have continued to focus our efforts on making sure safety remains top of mind while providing Users with the best ride experience in the industry.

### CareDriver background checks and certification

HopSkipDrive CareDrivers must pass a 15-point certification process before they can give their first ride. This process incorporates regulatory requirements and industry best practices relating to safety.

Every CareDriver receives a fingerprint-based background check against FBI records. We run extensive criminal record checks with various agencies, including county, state, and national records, as well as screenings against the global watchlist, sex offender

databases, and a Child Abuse and Neglect Scan (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.

### Onboarding

During the onboarding process, CareDrivers receive all information necessary to provide service with HopSkipDrive. This includes information on safe driving, accident procedures, working with riders with special needs or special accessibility needs, and how to use the CareDriver app.



## HOPSKIPDRIVE PLATFORM CRITERIA



### CAREGIVING EXPERIENCE

Has at least 5 years of caregiving experience.

01



### CRIMINAL RECORD CHECK

Pass searches of county, state, and national records, including global watchlist and sex offender registries.

02



### FINGERPRINT CHECK

Pass a fingerprint-based background check.

03



### CHILD ABUSE AND NEGLECT SCAN\*

Receive state-level clearance from the Department of Human Services database.

04



### VALID DRIVERS LICENSE

Submit proof of a valid driver's license.

05



### DRIVING EXPERIENCE

Have a minimum of 3 years of driving experience.

06



### GOOD DRIVING RECORD

Pass an initial motor vehicle history search and ongoing monitoring for new driving infractions.

07



### AGE 23 OR OLDER

Must be 23 years of age or older.

08



### OWN OR LEASE A VEHICLE NOT MORE THAN 10 YEARS OLD, SEATING 4 TO 7 PASSENGERS

09



### SUBMIT PROOF OF VEHICLE REGISTRATION

10



### SUBMIT PROOF OF INSURANCE CONSISTENT WITH STATE LAW

11



### PASS AN ANNUAL VEHICLE INSPECTION BY A CERTIFIED MECHANIC

12



### COMPLETE A LIVE ORIENTATION WITH A HOPSKIPDRIVE TEAM MEMBER

13



### ADOPT THE HOPSKIPDRIVE COMMUNITY GUIDELINES

14



### ADOPT ZERO TOLERANCE POLICIES

Against the use of drugs or alcohol while driving, discrimination, touching, and cell phone usage.

15

## Vehicle safety

In accordance with regulations, all vehicles being used to perform rides on the HopSkipDrive platform must pass a yearly vehicle inspection by a certified mechanic. 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 chosen the most conservative standard of less than 10 years despite this limit being higher in some states. 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.

## 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 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.

## 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.

We have a [Zero Tolerance Policy](#) related to things such as driving while impaired, discrimination, or inappropriate behavior. If such an incident is ever reported, a User's access to the HopSkipDrive platform will be immediately put on hold pending a full investigation.





## 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 and ensure they are getting into the correct vehicle at pickup once the CareDriver has confirmed their codeword.



### 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.

## Leveraging technology to bolster safety

By leveraging next-generation technology, HopSkipDrive provides complete, real-time visibility at each stage of the ride, so that caregivers and districts can have peace-of-mind.

### Before the ride

Through the HopSkipDrive application, Ride Organizers provide CareDrivers with detailed profile notes to ensure that they know exactly what each Rider needs — whether it's a note about what kind of music they like, directions to be dropped off with a grandparent, a note about where kids with routines need to sit in the vehicle — or any other specific needs.

### During the ride

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

- Before a ride has even begun, the system helps to ensure everything will go according to plan. Our Safe Ride Support system monitors ETA closely to help ensure that children, parents, and districts can count on the CareDriver arriving on time.
- A unique 2-factor authentication process at pickup helps to ensure the right CareDriver picks up the right student.

- Once a ride is in progress, a system of GPS monitoring and alerts tells our support team if anything unexpected happens. This could be anything from a flat tire to a ride stopping for an unusual period of time, deviating from the expected route, or taking longer than the expected ETA to arrive.
- A multi-step dropoff policy, which includes a “must be met” feature, ensures that every child is accounted for at the end of a ride.
- Mobile telematics detect risky driving behavior that can be signs of being impaired — like speeding, hard braking, rapid acceleration, tight turns, phone usage, and major collision detection. Additionally, [according to research](#), mobile phone-based telematics technology, like what HopSkipDrive uses, has been found to be up to **98.83%** accurate in detecting drunk driving behavior.

Parents and districts have complete, real-time visibility into each stage of the ride, including the ability to track their child's ride on a map and to contact CareDrivers or our Safe Ride Support team at any point. This level of visibility is a vast improvement over nearly all other forms of student transportation today.

HopSkipDrive's continued partnership with an industry-leading third-party software provider has enabled CareDrivers to have complete transparency into the safety of their driving patterns during rides. These data insights can also be used as a strong indicator of one's overall driving behavior in comparison to a standard behind-the-wheel test.

## TECHNOLOGY DESIGNED FOR SAFETY



### REAL-TIME RIDE TRACKING

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



### 2-FACTOR AUTHENTICATION

The verification process helps to ensure the correct Rider is in the correct car with the right CareDriver, every time.



### SAFE RIDE SUPPORT SYSTEM

The Safe Ride Support system alerts our team if anything unexpected occurs during the ride, including a ride stopping for an unusual period of time, deviating from the expected route, or taking longer than the expected ETA to arrive.



### MULTI-STEP DROPOFF PROCESS

The multi-step dropoff process — which includes a “must be met” feature — helps to ensure that every child is accounted for at the end of a ride and, when necessary, are handed off to a responsible adult.



### SAFE DRIVING MONITORING

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

## 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.

## 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.

HopSkipDrive added two new members to the board in 2022. New information regarding the Board's charter can be found on the HopSkipDrive [Safety page](#).



## HOPSKIPDRIVE SAFETY ADVISORY BOARD



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



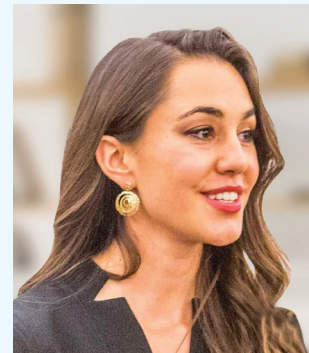
**TORINE CREPPY**  
PRESIDENT,  
SAFE KIDS  
WORLDWIDE



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



**NADIA ANDERSON**  
SVP, CHIEF STAFF & STRATEGY  
SILICON VALLEY LEADERSHIP  
GROUP



**NATALIE A. DRAISIN**  
DIRECTOR, NORTH AMERICAN  
OFFICE & U.N. REPRESENTATIVE  
FIA FOUNDATION







# Data insights

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

## 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

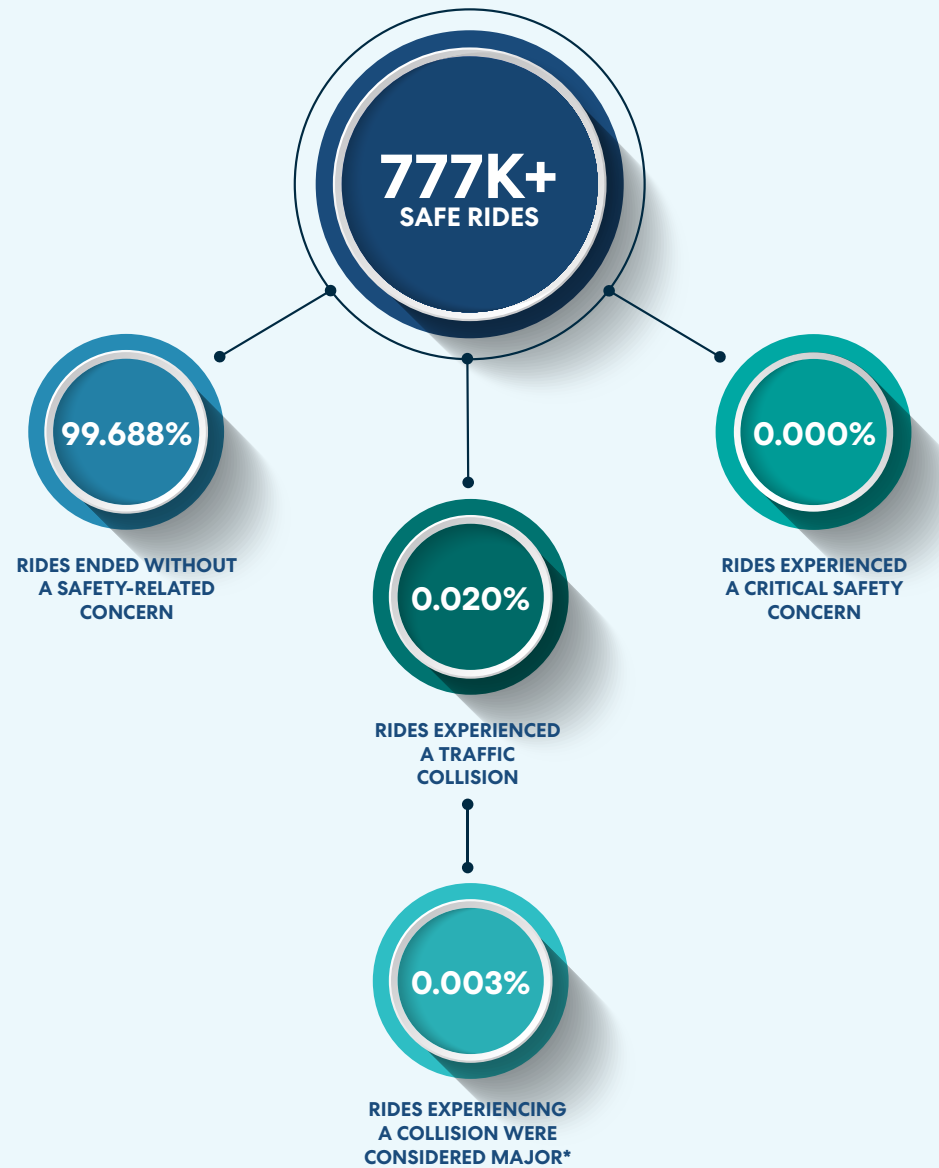
### Ride incidents

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 (2022)



\*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 2022, in which a total of **16.5 million safe miles** were driven by CareDrivers. Consistent with previous years, an overwhelming majority of rides scheduled through the HopSkipDrive platform — **99.688%** — ended without a safety-related issue of any kind. In addition, **100%** of all rides ended without a critical safety concern.

## 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 of working with children. HopSkipDrive also provides resources for CareDrivers, which provide tips relating to safe driving, accident procedure, maintaining a professional boundary with Riders and how to work with children with special needs or special accessibility needs.

**Figure 1: Critical Safety Incident Rates**

YEAR	2022
<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. This means that CareDrivers are never “on-call” or waiting to be matched on the platform. Instead, HopSkipDrive only operates in two distinct ride periods; the period in which the CareDriver is on their way to the pickup location and the period in which the Rider is in the vehicle.

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 providing a ride.

Throughout the past year, only **0.020%** of all rides scheduled through the HopSkipDrive platform experienced a collision event while the CareDriver was either en route to the pickup location or while transporting a Rider. The collision rate did not increase from 2021, even though the number of rides on our platform grew — highlighting the effectiveness of our approach to safety as we scale.

Of the rides that did experience a collision event, only **0.003%** of these incidents were considered to be a major collision in which one of the vehicles was towed away from the scene and/or medical attention was needed away from the scene, including just to get checked out by a professional.

Although collisions on the platform are extremely rare, our Safe Ride Support system is able to combine telematics-based collision detection, real-time ride monitoring, strict protocols and processes, as well as expertly trained staff to assist in the event that a collision were to occur.

Figure 2: Traffic Collision Rates

YEAR	2022
Total Collisions	0.020%
Major Collisions	0.003%
Minor Collisions	0.017%

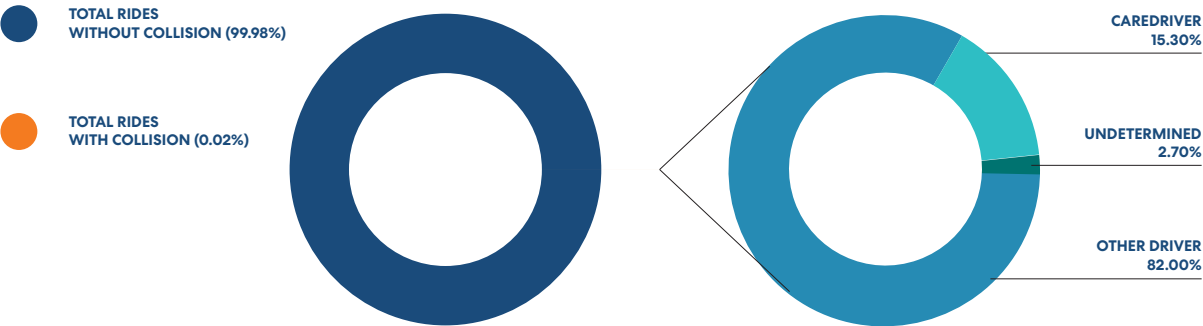
Responsible party for collision

HopSkipDrive collects data on which party is suspected to be at fault for a collision. The data collected by HopSkipDrive shows that in **82%** of all collisions involving CareDrivers throughout 2022, 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 **2.7%** of all HopSkipDrive-related traffic collisions in 2022.



Figure 3: Driver Fault For Collision (2022)



## 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.

In an effort to better understand ride incident data, HopSkipDrive made some changes to the taxonomy of ride incident reporting to remove non-user-reported violations that do not impact safety of any Users. For example, ride incident data previously included instances of a CareDriver missing the check-in window for their upcoming ride, even when that ride was claimed by another CareDriver well in advance of the scheduled pickup time, therefore having no impact to the safety of the Rider. This information is still collected through other reports our teams use to proactively work with the community on policy, and ensures ride incident data is more accurate to user-reported concerns.

As a result of this change in taxonomy, the 2022 ride incident rate **decreased by over 1% compared to 2021** — particularly within the User Behavior Guidelines category — which accounts for the removal of these non-user-reported concerns.

Figure 4: Ride Incident Rates

YEAR	2022
<b>Ride Incidents</b>	<b>0.63%</b>
Safety Guidelines	0.28%
User Behavior Guidelines	0.21%
Platform Guidelines	0.13%
Zero Tolerance Policies	0.01%





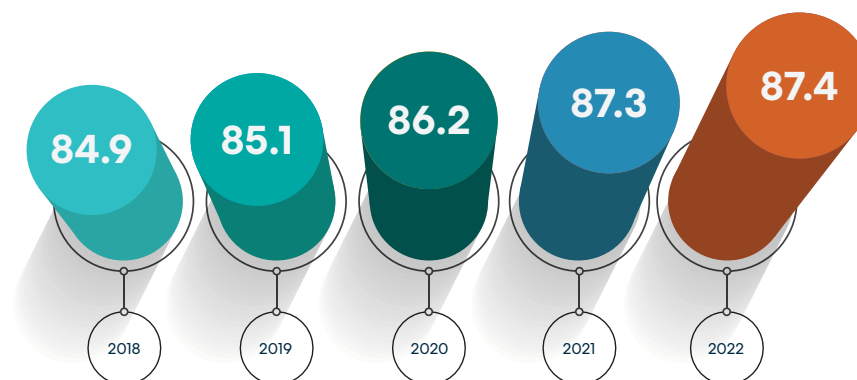
## Safety scores

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.

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**. The average safe driving score for CareDrivers increased for a sixth consecutive year even with more drivers out on the road from recent years and an increase in CareDrivers being certified onto the HopSkipDrive platform.

The average driving scores for CareDrivers increased to **87.4** in 2022 — an improvement of **0.1%** from 2021 and **2.5%** from our first report in 2019 — confirming once again that CareDrivers are not only safer on the road than the average driver, but continue to show safety improvements year over year.

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



# Driver impairment

## MOBILE TELEMATICS HELP KEEP EVERYONE SAFE DURING THE RIDE



PHONE  
USE



SPEEDING



HARD  
BRAKING



HARD  
TURNING



RAPID  
ACCELERATION



COLLISION  
DETECTION

The term “*driver impairment*” is usually associated with an individual operating a vehicle while under the influence of drugs or alcohol. This definition, however, is grossly inadequate.

Impaired driving encompasses a much broader range of risky driving behaviors including speeding, drowsy driving, and distracted driving (including phone usage). All of these behaviors can affect a driver’s judgment, reaction time, coordination, concentration, and overall ability to operate a vehicle safely.

As we work to advance and elevate safe driving standards, we need to redefine the term *impaired driving* to ensure it includes a holistic and comprehensive view of all dangerous driving behaviors. In doing so, we can take a more thorough approach to detecting impairment — and be more effective in our efforts to prevent it.

To promote widespread safety on our roads, we must develop systems that detect all forms of impairment. This means incorporating technologies that can monitor and assess a driver’s overall performance in real-time during every ride. Mobile telematics is one such solution that serves as a better standard for safety by enabling the tracking of driver behavior *during each ride, as it’s happening*.

Telematics provide valuable insights through data gathering, analysis, and reporting on driver performance. Current mobile telematics technology allows for the detection of distracted driving behaviors through analysis of smartphone usage, including texting, talking on the phone, and app usage while the vehicle is in motion.

## IMPAIRED DRIVING STATISTICS

Data shows these types of impaired driving behaviors contribute significantly to many of the accidents and fatalities that occur on our roadways each year. For instance:



### SPEEDING

For more than two decades, speeding has been involved in approximately **one-third** of all motor vehicle fatalities. In 2021, speeding was a contributing factor in **20%** of all traffic fatalities<sup>2</sup>.



### DISTRACTED DRIVING

**Nine** people are killed in the U.S. every day in accidents involving a distracted driver<sup>3</sup>. **13%** of all police-reported motor vehicle traffic crashes in 2021 were reported as distraction-affected crashes<sup>4</sup>. In a [2020 study](#), **57%** of all crashes analyzed had involved some type of phone use prior to impact, and 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 not involved in a collision<sup>5</sup>.



### DROWSY DRIVING

An estimated **6,400** people die annually in crashes involving drowsy driving<sup>6</sup>. Drivers are **3x** more likely to get into an accident when fatigued<sup>7</sup>.

Telematics are continuing to evolve and new technology is being developed to allow this data to be an essential tool for pinpointing unsafe driving behaviors related to impairment.

Further collection of data around driving behaviors such as speed, acceleration, braking, tight turns, and lane changes may lead to more real-time detection of impairment compared to traditional predictive solutions like drug and alcohol testing. By analyzing these patterns, algorithms will potentially be able to identify when a driver's behavior diverges from the norm in a way that is consistent with impairment, whether due to intoxication, fatigue, or illness.

As we look to the future, we hope to continue to leverage mobile telematic technology to proactively identify and address all types of risky driving behavior, thereby taking significant strides towards a future where every ride is safe — and every driver is accountable.



<sup>2</sup> NHTSA, "Speeding", 2021, <https://www.nhtsa.gov/risky-driving/speeding>.

<sup>3</sup> Centers for Disease Control and Prevention, "Distracted Driving", April 2022, [https://www.cdc.gov/transportationsafety/distracted\\_driving/index.html](https://www.cdc.gov/transportationsafety/distracted_driving/index.html).

<sup>4</sup> US Department of Transportation, "Distracted Driving in 2021", May 2023, <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/813443>.

<sup>5</sup> Zendrive, "How to Prevent Distracted Driving in 2021: A Comprehensive Guide", 2021, <https://www.zendrive.com/blog/how-to-prevent-distracted-driving>.

<sup>6</sup> National Sleep Foundation, "Sleep First. Drive Alert", November 2021, <https://www.thensf.org/drowsy-driving-prevention-week-2021/>.

<sup>7</sup> National Safety Council, "Drivers Are Falling Asleep Behind The Wheel", 2023, <https://www.nsc.org/road/safety-topics/fatigued-driver>.





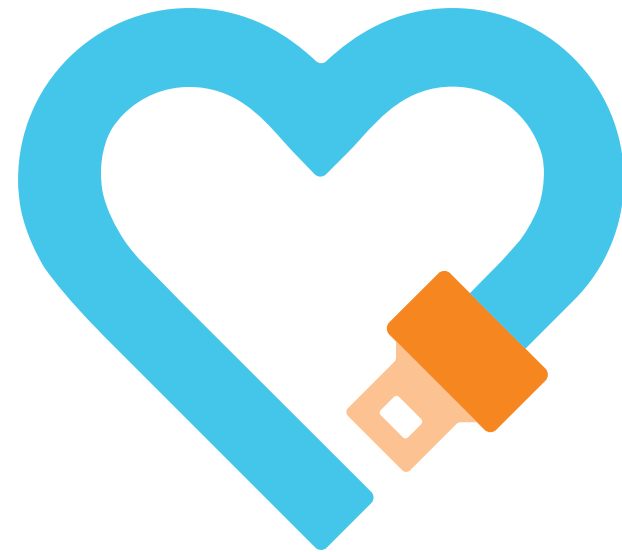
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## Conclusion

HopSkipDrive will continue to go above and beyond industry standards and aim to be the safest youth transportation solution there is. We're continuing to invest in the network of certified CareDrivers who can combine flexible income with meaningful work while sticking to our mission of using technology, operational expertise, and new thinking to help kids reach their full potential by providing a safe, dependable way to get them where they need to be.

We're continuing to raise the bar on what safety means and are proud of our longstanding commitment to safety for every ride.

Thanks for reading!



**THANKS FOR READING!**