☑ Checklist:

What to consider when choosing an alternative transportation solution

If you're comparing potential alternative transportation solutions or considering renewing contracts with vendors, this alternative transportation solution purchasing checklist can help. We've included the questions to ask each solution provider, what to look for, COVID-19 safety considerations and the features that will make your day run smoothly.

Childcare Experience

Experienced caregivers have a good sense of what's effective with children. In addition, drivers with childcare experience are often best equipped to work with riders from vulnerable populations, as they may be especially in need of a little extra care on a trip.

☐ **Does the alternative transportation solution ensure drivers have experience in childcare?**

☐ **How many years of caregiving experience do they require from drivers?**

☐ **How many years of childcare experience do they require?**

Driver Resources

Any partner you choose should provide resources for drivers on safe driving habits, trauma-informed care and best practices for connecting with youth with special needs. They should help drivers fully understand their role as a mandated reporter.

☐ **Does the company offer trauma-informed care and other training resources?**

☐ **How are they equipped for riders with special needs?**

☐ **Do they offer resources for drivers to learn more about youth with special needs?**

☐ **How do they educate drivers on the responsibility of a mandated reporter?**

Safety

Your partner must have a rigorous set of safety procedures and policies — including comprehensive driver vetting — for the protection of children and drivers alike. If there is a technology platform associated, ensure it optimizes safety by recording events of risky driving and device use.

- [ ] What safety measures are built into their product, policies and processes?

- [ ] How does your potential partner vet drivers?

- [ ] Do they fingerprint drivers? What databases do they check?

- [ ] Does a certified mechanic inspect each car? Do they repeat inspections on a regular basis?

- [ ] Do they have technology which records events of risky driving behavior?

- [ ] How do they check device use while driving?

- [ ] Do they offer feedback to drivers so they can continuously improve their driving?

- [ ] How does the company check for safe DMV records; do they continually check DMV and criminal records?

- [ ] How quickly are drivers paused or offboarded if they don't meet safety standards?

- [ ] Do they have Zero Tolerance policies on device use, drug/alcohol use while driving, and/or physical contact?

- [ ] Is there a team monitoring rides live, who can help with any issues that may arise?

COVID-19 Safety Measures

Safety has taken on a new meaning with the advent of COVID-19, so it's crucial to look at vendors' preventive and social distancing measures. What new policies and processes have they created to ensure the care schools are taking extends to transportation?

- [ ] What CDC and local guidelines are they following? Have they engaged or consulted with health experts to create your new policies?

- [ ] What COVID-19 safety measures are built into the product and processes?

- [ ] Do they have COVID-19 safety features built into driver-facing and customer-facing technology?

- [ ] Are drivers affirming they are not symptomatic, or have not been exposed to COVID-19 in the last 14 days, on the days they give rides?

- [ ] Are drivers and riders using personal protective equipment on each ride? How do you ensure adherence?

- [ ] Are vehicles sanitized between each ride? How do they ensure adherence?

- [ ] Do they provide education and resources for drivers, riders, caregivers and ride organizers?

- [ ] How are they company tracking/ reporting COVID-19 exposure?

Visibility

Any transportation solution should provide insight into your trip's progress, and allow you to directly reach a support team if you're concerned.

☐ **What kind of real-time visibility do you have into the ride?**

☐ **What kind of real-time visibility does a rider's emergency contacts have into the ride?**

☐ **What kind of notifications do you get for the ride's progress?**

☐ **Can you contact a support team directly to handle an issue?**

☐ **Does the potential partner have a support team you or the child's emergency contacts can contact directly and immediately on the phone or via chat? (Or are there multiple people you have to call?)**

Flexibility & Response Time

When providing service to youth in foster care, McKinney-Vento students and students with IEPs, flexible supply and a quick response to new routes is crucial to ensure students don't lose academic progress.

Flexibility is also key to fleet optimization; as your needs change so does the cost.

☐ **How quickly can they build out rider profiles?**

☐ **How quickly can they build out new routes?**

☐ **Do they offer a next-day transportation solution for children who may have been moved to a new placement suddenly?**

☐ **What additional fees for wait times, cancellations, etc. do they charge?**

Partnerships That Drive Success

Westmark School — THE DIFFERENCE IS BRILLIANT

PLACENTIA-YORBA LINDA — PYLUSD — EST 1874 — UNIFIED SCHOOL DISTRICT

ALLIANCE — College-Ready Public Schools

DA VINCI — RISE HIGH

COUNTY OF LOS ANGELES — CALIFORNIA

ARCADIA — Unified School District

ARAPAHOE COUNTY — COLORADO'S FIRST

Green Dot Public schools

Request a Quote Today!
hopskipdrive.com/quote