



HopSkipDrive

Safety Report

2018 - 2019



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Executive summary

As a platform company designed to connect self-employed caregiving professionals with youth to provide transportation, safety is HopSkipDrive's number one priority. It has been at the forefront of every decision we've made since inception and continues to be our priority as we enhance platform features for CareDrivers, families, and children and connect people to provide opportunity for all through mobility.

As part of that commitment, HopSkipDrive believes every company in the industry should be transparent with their safety data to make the road safer for everyone. Safety is built into everything we do — and we believe that sharing information around our platform safety features and philosophies allows us to not only remain accountable for the decisions we make but also highlights how we lead the way and are the safest solution in the industry. This report will look at some of the platform safety features HopSkipDrive has developed to help eliminate transportation as a barrier to opportunity so kids can reach their full potential.

SAFETY IN NUMBERS

12.388M

SAFE MILES DRIVEN
BY CAREDRIVERS
OVER 5+ YEARS

1 MILLION+

RIDERS SAFELY DRIVEN
ACROSS 13 MARKETS IN
8 STATES AND D.C.

99.584%

RIDES COMPLETED
WITHOUT A
SAFETY CONCERN

Some of these platform safety investments include enhanced background checks and the 15-point CareDriver certification process, innovative Safe Ride Support technology that provides end-to-end visibility into every ride, and the creation of a Safety Advisory Board comprised of a select group of industry leaders at the very top of their respective fields.

The 15-point CareDriver certification process incorporates regulatory requirements and industry best practices relating to safety. Every CareDriver receives a fingerprint-based background check against FBI databases, in addition to checks against county, state, and national records, the global watchlist, and sex offender databases. Each CareDriver undergoes a Motor Vehicle Record review and must have at least five years of caregiving experience, prior driving experience, and their vehicle must pass an inspection by a certified mechanic.

Individuals who meet this criteria, may access and use the HopSkipDrive platform. CareDrivers also are enrolled in an ongoing background check application that will flag any new criminal activity, in addition to continuous monitoring of their Motor Vehicle Report.



HopSkipDrive has also led the way in setting industry standards with enhanced platform safety features designed to help prevent the spread of COVID-19. These [COVID-Safe Ride Standards](#) were created using CDC and local guidelines, as well as engaging public health experts, and will be implemented across all of our markets for the start of the 2020-2021 school year. COVID-Safe Ride Standards help to create a safe in-ride experience for all CareDrivers and Riders, include health-forward technology and continued COVID-19 education, and provide anonymous COVID-19 exposure reporting to help minimize the spread of COVID-19. **HopSkipDrive will also be one of the first U.S. transportation network companies to adopt plastic dividers** as a condition of using its platform.

COVID-SAFE RIDE STANDARDS

Enhanced safety features for all platform Users

 <p>IN-APP FEATURES TO AFFIRM CAREDRIVER HEALTH BEFORE THE RIDE</p>	 <p>VEHICLES MUST BE SANITIZED PRIOR TO EACH AND EVERY RIDE</p>	 <p>PLASTIC DIVIDERS BETWEEN THE FRONT & BACK SEAT FOR EVERY RIDE</p>	 <p>RIDERS AND CAREDRIVERS ARE REQUIRED TO WEAR FACE MASKS</p>	 <p>RIDE ORGANIZERS ASSIST RIDERS TO AND FROM THE VEHICLE</p>
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For the purpose of this Safety Report, we examine data from 2018 and 2019 in which a total of **12.388 million safe miles** were driven by CareDrivers across 13 markets in 8 states and Washington D.C. During these two years, an overwhelming majority of rides — **99.584%** — ended without any type of safety-related issue.

Below is a breakdown of the safety-related incidents from 2018 and 2019:

- **0.000%** of rides experienced a critical safety incident of any kind.
- **0.029%** of rides experienced a traffic collision.
- **0.006%** of rides that experienced a traffic collision were considered a 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.

For the purposes of this report, HopSkipDrive also looked at publicly available collision data to help derive a correlation on collision statistics. We found that the collision rate per mile driven was **140 times lower than the national average**.



SAFETY-RELATED INCIDENTS

0.000%

RIDES EXPERIENCED
A CRITICAL SAFETY
INCIDENT

0.029%

RIDES EXPERIENCED
A TRAFFIC
COLLISION

0.006%

RIDES EXPERIENCED
A MAJOR TRAFFIC
COLLISION

HopSkipDrive works with an industry-leading third-party app to detect unsafe driving behaviors. With device usage having recently replaced driving under the influence as the most dangerous threat on the road, comparative analyses have shown that CareDrivers display significantly less risky behaviors while behind the wheel year over year and use their phones while driving almost **8x less frequently** than the average U.S. driver!

HopSkipDrive's number one priority will always be the safety of all Riders, CareDrivers, the motoring public, and our communities at large. HopSkipDrive intends to release a Safety Report on a yearly basis for visibility, and because we believe it only takes one company to do things differently in order to effect serious change.

We encourage you to read more about the safety investments we've made and learn how our platform can provide a better and safer solution than others platforms and traditional transportation providers.

If you have any questions about safety at HopSkipDrive, please email us at support@hopskipdrive.com. If you have any questions about our COVID-Safe Ride Standards, please email us at covidsafe@hopskipdrive.com.



Why we are releasing a Safety Report

Safety is HopSkipDrive's number one priority and has been since the very first ride. As a company founded by three working moms, our approach to creating HopSkipDrive's safety standards was to ask ourselves, *"What would it take to put my own child in a car with a CareDriver?"*

This safety-first philosophy is behind almost every feature of HopSkipDrive's platform, from the 15-point CareDriver certification process to Safe Ride Support technology, and continues to drive innovation in our company.

Last year, we created the HopSkipDrive Safety Advisory Board. Each member of the group has dedicated their careers to safe youth transportation, and brings their experience, care, and concern for safety to their advisory role, helping us drive safety innovation on the platform.

This report is designed to provide transparency into HopSkipDrive's safety features and performance metrics. This is to be fully accountable to ourselves and to share our safety statistics in an effort to set the bar for the industry.

We believe that when we're open about what makes us a safer solution for families, schools, youth Riders, and CareDrivers, and share the data, we encourage other companies to evaluate their own safety processes and improve on them — making the road safer for everyone.





A letter from the CEO



Joanna McFarland
Co-founder and CEO

HopSkipDrive's mission is — and has always been — to enable opportunity for all through mobility. As a working mother, I often found myself pulled in different directions trying to juggle work and taking my kids to their various activities. Speaking with other parents, I realized this was a common struggle for busy families, who couldn't find a safe and reliable way to get kids from point A to point B.

My two co-founders and I founded the HopSkipDrive platform in 2014. Our complementary business skills, shared perspective as working moms, and obsession with safety, drove the creation of company values, operations, and our safety focus.

Before we put a Rider into a car, we asked ourselves, “*Would we put our own child, niece, nephew, or someone we love, in that car?*” Our “mom DNA” laid the foundation for the extensive platform safety measures we built in order to answer that question with a resounding “yes.”

My co-founder's son was the very first Rider to use HopSkipDrive. We nervously huddled around Janelle as she watched him through the app as he traveled the streets of LA on the way to gymnastics. We know how powerful peace of mind is for the families we serve. We get it because we live it. Our kids are in those cars too.

That's why we created a 15-point certification process for CareDrivers and have worked with the California Public Utilities Commission to adopt some of this criteria for all transportation network companies, like HopSkipDrive, that connect self-employed CareDrivers willing to provide rides to youth who need them.

The COVID-19 pandemic added a new element to providing a safe experience. We developed and announced the HopSkipDrive COVID-Safe Ride Standards as soon as possible, implementing first-in-market features like plastic dividers between front and back seats, to help promote platform safety for both Riders and CareDrivers. We're open about exactly what we're doing because we hope to set a bar for our industry.

I'm very proud of our safety-focused team, and I believe that while we can talk about what we're doing to be safe, the data will tell you the real story.

Sincerely,



A letter from the VP of Safety & Support



Michelle McCombs
Vice President
Safety & Support

A little over three years ago I found myself looking for the next step in my career. After 10 years of leading safety and service teams at companies like DogVacay and The Walt Disney Company, I was lucky enough to get the chance to be thoughtful about what I wanted next. I knew I wanted to be part of a mission-driven company, one where each and every employee exuded passion for what we were building together.

I found that passion at HopSkipDrive, where I joined a group of people who not only professed core principles like “Safety Is Everything,” but lived them every single day and in every single decision they made.

Safety permeates the culture at HopSkipDrive. Every new member of the HopSkipDrive team goes through safety training within their first two weeks of employment, learning how their role specifically contributes to making the HopSkipDrive platform safe. Because everyone knows how critical they are to our mission, people feel they can speak up when they have concerns. Across all departments each HopSkipDrive employee is alert to potential safety concerns and feels comfortable enough to communicate their safety questions or suggestions with me.

My favorite thing is that safety isn’t a hollow mantra for us — it’s our lifeblood. We have never had a conversation about strategy or direction where safety is not the top consideration.

I am excited to share HopSkipDrive’s safety measures and metrics: What we do to stay the safest option, how we innovate, and how we participate in the ever-evolving conversation about safety.

Sincerely,





Terms used in this Safety 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.





About HopSkipDrive

HopSkipDrive is a platform company 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 youth transportation offerings to experienced care professionals and enable mobility for families and kids through partnerships with schools, districts, counties, and government agencies to arrange safe transportation to help all students access the educational opportunities they deserve.

HopSkipDrive is committed to the optimal safety of all HopSkipDrive Users, and have built safety into every component of the platform.

12.388M SAFE MILES DRIVEN	1 MILLION+ KIDS SAFELY DRIVEN	6,000 SCHOOLS COVERED		
WE PARTNER WITH:	 DISTRICTS	 COUNTIES	 CONTINUING EDUCATION	 INDEPENDENT & CHARTER SCHOOLS

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 13 markets in eight states and Washington D.C. The use of HopSkipDrive's platform to connect with independent transportation providers offers a safe and reliable solution to a taxi or regional transportation service provider, not specially designed for youth.

Our school transportation management dashboards enable easy, real-time scheduling, managing and tracking of rides, while offering unique tools to support nonprofits and government agencies with ride sponsorship programs.


Ride Organizers and caregivers associated with a child'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.




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 child'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.

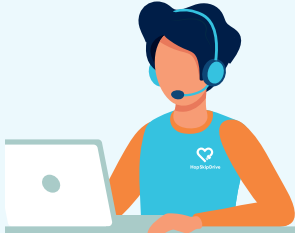
The system also sends text messages to Ride Organizers¹ when the CareDriver is on the way, arrives, meets with the Rider, departs, and when the Rider is dropped off. An advantage of the system is that it does not require Riders to have a cell phone or other mobile device during the trip.



We have a direct line to CareDrivers, which creates unparalleled transparency, visibility, and communication between CareDrivers, Ride Organizers and Users associated with a Rider's account.



The HopSkipDrive platform enables Ride Organizers and Users associated with a Rider's account to monitor rides in real-time, and receive text and app notifications throughout the ride.



Status changes are communicated to Ride Organizers immediately, so they're never in the dark. They can also call or chat our Safe Ride Support team directly — they're always available to help!

A dynamic marketplace

The HopSkipDrive platform is adaptive to the number of individuals in need of safe and 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 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.

¹ 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.



Mission and core values

HopSkipDrive has always been dedicated to making a difference in the lives of children and families. We understand that transportation can be the difference between success and struggle; our mission is to create opportunity for all through mobility. We realize that by using technology, operational expertise, and new thinking, we are able to help kids reach their full potential by providing a platform to bridge the gap between their mobility needs and transportation care providers in order to help them get where they need to go. HopSkipDrive’s platform also removes many of the economic frictions that prevent caregivers and care professionals from taking their skills and experience outside the home or from entering the transportation marketplace and finding and connecting with families, schools and other organizations to provide care services.

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. Be courageous enough to feel the fears, the stress, the worry of others. You can help them.

3 Own it

When you see something that needs to get done, step up. You’re the solution.

4 Think bigger

We are the champions of big ideas. What we believe we can achieve.

5 Hustle

We feel the urgency and we are answering it with initiative, grit, and scrappiness.

6 Less Eeyore, more Tigger

There is power in positivity. Be the force for change, the bright light, the enthusiastic problem-solver.

7 Make tomorrow better

We are constantly improving. We believe in getting things out there, measuring impact, and digging into the data to find a better way.



The need for alternative transportation solutions

The rise of dual-income families has increased the burden on parents to find a dependable solution for their children as the amount of extended family and community support declines. In addition, **60%** of American kids have at least one extracurricular activity averaging 5-9 hours per week².

On the school and organizational side, Individualized Education Plans (IEP) for youth with special needs are increasing³ and ESSA and McKinney-Vento compliance have come under scrutiny as schools try to find ways to better serve these vulnerable populations. Based on recent surveys⁴, more than **90%** of districts face some level of bus driver shortage and, unfortunately, many of these districts believe the trend is only getting worse.

This need for alternative solutions has created an opportunity for HopSkipDrive to create something other than a transportation company. Rather it created and maintains a transportation platform that uses technology and smart-phone applications to connect independent care transportation providers with families, schools, and other entities to arrange for youth transportation needs.

Individuals seeking to drive on the platform must have five years of caregiving experience: Many CareDrivers are parents themselves or have worked as teachers, classroom aides, or social workers. They bring their experience and empathy to their interactions with all Riders, which is especially important when working with vulnerable populations. They use HopSkipDrive as a tool to enter and transact within the youth transportation marketplace.

HOPSKIPDRIVE GETS ALL STUDENTS WHERE THEY NEED TO GO:



MCKINNEY-VENTO
& FOSTER YOUTH



YOUTH WITH
SPECIAL NEEDS



INDIVIDUALIZED
EDUCATION PLANS
OR 504'S



CONTINUING
TECHNICAL
EDUCATION



ANY OTHER
NON-ROUTINE
NEEDS

² "Nearly 6 out of 10 Participate in Extracurricular Activities, Census Bureau Reports". United States Census Bureau. 09 Dec. 2014. <<https://www.census.gov/newsroom/press-releases/2014/cb14-224.html>>.

³ The Numbers Behind Increasing Special Education Enrollment 05 Aug. 2019, <https://www.powerschool.com/resources/blog/the-numbers-behind-increasing-special-education-enrollment/>

⁴ School Bus Fleet. "Contractor Survey Findings", July 2018, <http://files.schoolbusfleet.com/stats/SBF0718SchoolBusContractorSurvey.pdf>



Safety at HopSkipDrive

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.

SAFETY IN ACTION

We have simple, effective processes specifically designed to keep Riders and their CareDrivers safe.

- 
CAREDRIVER PROFILE
- 
PICK-UP AND DROP-OFF INSTRUCTIONS
- 
MULTI-FACTOR RIDER VERIFICATION
- 
SAFE RIDE SUPPORT SYSTEM
- 
COVID-SAFE RIDE STANDARDS
- 
EXPERIENCE YOU CAN TRUST

CareDriver background checks and certification

Our 15-point CareDriver certification process 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. CareDrivers also undergo a Motor Vehicle Record review, and are enrolled into ongoing monitoring for both criminal records and driving records.

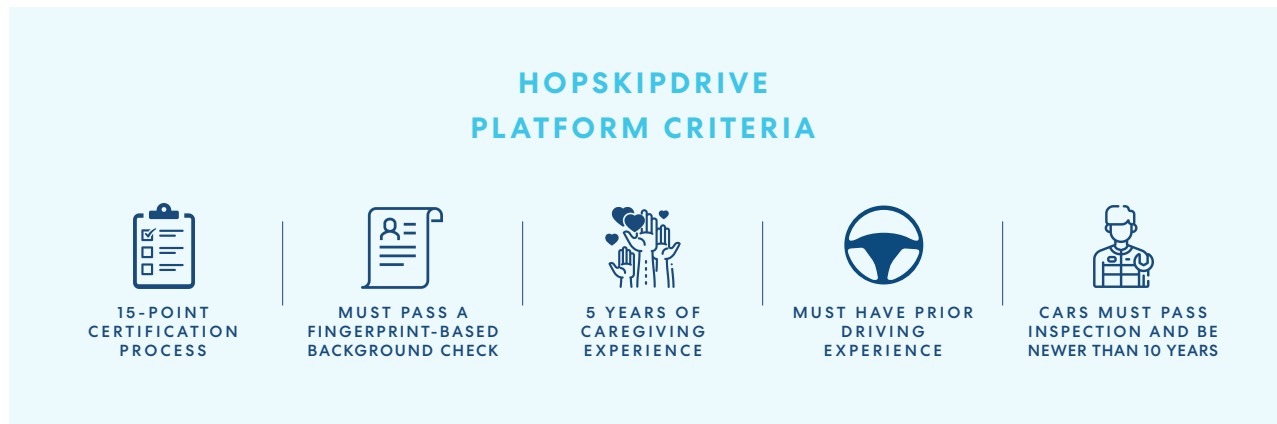
All CareDrivers must have at least five years of caregiving experience, prior driving experience, and their vehicle must pass an inspection by a certified mechanic. Individuals who are able to meet this criteria, which incorporates both safety standards and regulatory requirements, may use the HopSkipDrive platform to provide transportation care services.

Vehicle safety

In accordance with regulations, all vehicles being used to perform a HopSkipDrive ride must pass a yearly vehicle inspection. These inspections evaluate a vehicle's safety and operability and covers everything from fluids to the suspension system, with a special focus on the areas of a vehicle that are pivotal to a safe ride — such as the foot & emergency brakes, steering wheel, speedometer, safety belts, and tires. They 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.



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, Safety Policies, and Zero Tolerance Policy

HopSkipDrive [Community Guidelines](#) help ensure a *safe, smart, and respectful* experience for all Users of the platform. These guidelines are read and accepted by each user when joining the HopSkipDrive platform to ensure a high level of service.

Our [Safety Policies](#) are designed with both CareDrivers and Riders in mind and help remind all Users of key platform safety features. These policies prevent the use of recording devices, communication extending beyond the ride, the sharing of gifts, 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 with one another, other than for reasons described in the [Terms of Use](#) or as requested by a caregiver for safety reasons. Our Zero Tolerance Policy against illegal phone use or driving while under the influence helps 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.



BE SAFE

CareDrivers are carrying precious cargo so driving safely is extremely important. Riders remember that being safe is a big deal which requires them to be aware of their behaviors during the ride.



BE SMART

Common sense is the best approach — CareDrivers think like a parent while Riders put their brain to work by trusting their instincts and ensuring they are getting into the correct vehicle at pick-up.



BE RESPECTFUL

CareDrivers always 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 five 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 with real-time unsafe driving detection.

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.

With the advent of the COVID-19 pandemic, we've adjusted to the new reality of safety by instituting COVID-Safe Ride Standards: technology workflows and features to ensure the optimal in-ride environment.



Data insights

HopSkipDrive's Safe Ride Support system is designed to ensure the safest ride experience possible and extensive safety data which fuels our ongoing safety programs. HopSkipDrive's proactive safety approach, systems, processes and culture goes beyond what other platforms have done; therefore, it is difficult to benchmark our dataset to what others have published in the industry.

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

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")

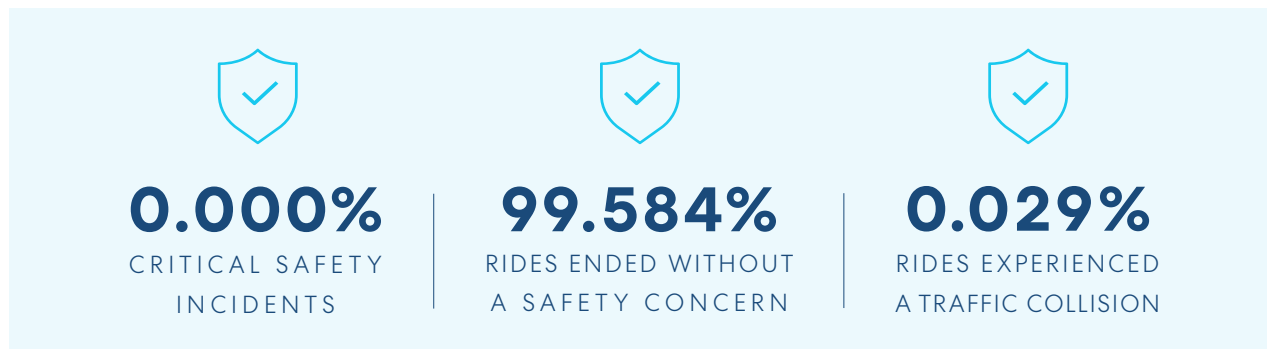
Minor Collisions

All other traffic collisions



Safety data

For the purpose of this Safety Report, we examine data from 2018 and 2019. During these two years, a total of **12.388 million safe miles** were driven by CareDrivers. An overwhelming majority of rides — **99.584%** — ended without any type of safety-related issue.



Below is a breakdown of the safety-related incidents from 2018 and 2019:

- **0.000%** of rides experienced a critical safety incident of any kind.
- **0.029%** of rides experienced a traffic collision.
- **0.006%** of rides that experienced a traffic collision were considered a 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.

Critical safety incidents

HopSkipDrive believes that any allegation of physical assault, sexual assault, or sexual misconduct 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's Safety 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	2018	2019
Critical Safety Incidents	0.000%	0.000%
Motor Vehicle Fatalities	0.000%	0.000%
Fatal Physical Assault	0.000%	0.000%
Sexual Assault	0.000%	0.000%
Non-Consensual Kissing of a Non-Sexual Body Part	0.000%	0.000%
Attempted Non-Consensual Sexual Penetration	0.000%	0.000%
Non-Consensual Touching of a Sexual Body Part	0.000%	0.000%
Non-Consensual Kissing of a Sexual Body Part	0.000%	0.000%
Non-Consensual Sexual Penetration	0.000%	0.000%

Traffic collisions

All rides are scheduled well in advance which means HopSkipDrive only operates in two distinct ride periods – the time in which the CareDriver is on their way to the pickup location and the time in which the CareDriver is performing the ride with the Rider 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.

Figure 2: Traffic Collisions by Year

YEAR	2018	2019
Total Collisions	0.031%	0.028%
Major Collisions	0.002%	0.004%
Minor Collisions	0.028%	0.024%

- **0.002%** of all rides performed by CareDrivers in 2018 experienced a major collision in which one of the vehicles was towed away from the scene or medical attention was needed away from the scene, including just to get checked out
- **0.004%** of all rides performed by CareDrivers in 2019 experienced a major collision in which one of the vehicles was towed away from the scene or medical attention was needed away from the scene, including just to get checked out



Driver fault for collision

Data collected by HopSkipDrive shows that in **72.727%** of all collisions involving CareDrivers in 2018 and 2019, the other driver was at-fault.

A determination for which party was at-fault for the collision was unable to be found for **8.021%** of all CareDriver-related traffic collisions in 2018 and 2019.

Figure 3: Driver Fault for Collision (2018)

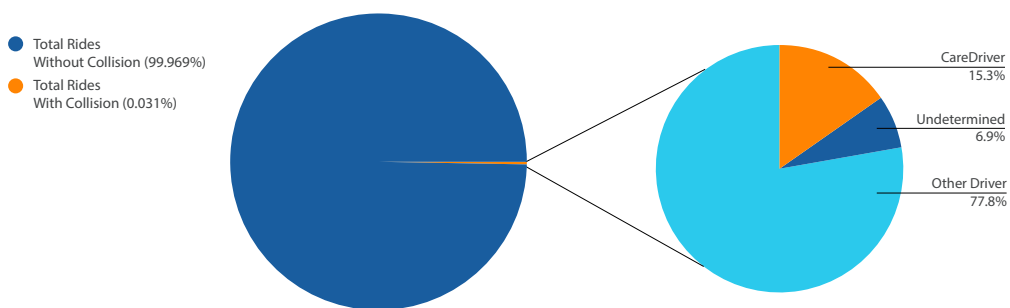
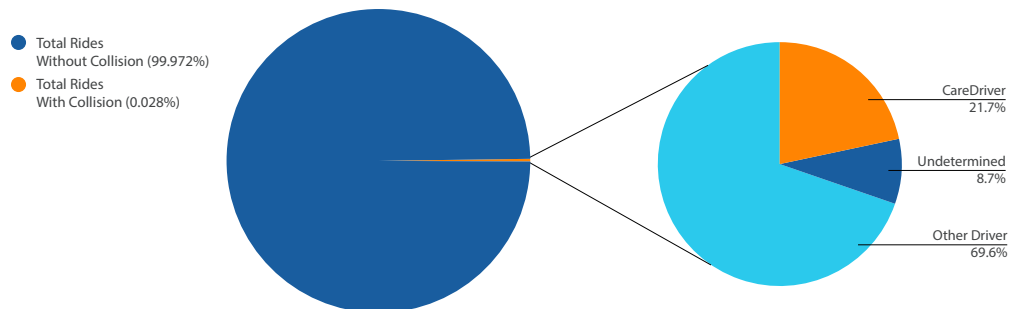


Figure 4: Driver Fault for Collision (2019)



National collision data

When comparing national collision data to HopSkipDrive collision data, it’s difficult to derive a 1:1 correlation, as HopSkipDrive’s safety approach and driver base is not an accurate representation of the national sample. For the purposes of this report, we looked at publicly available collision data⁵ to help derive a correlation on collision statistics and found that the collision rate per mile driven on the HopSkipDrive platform was **140 times lower than the national average**.

⁵ National Highway Traffic Safety Administration (NHTSA), “Police-Reported Motor Vehicle Traffic Crashes in 2018,” p. 1, May 2020, <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/812860>.



Figure 5: Motor Vehicle Collision Rate Per Vehicle Mile Driven

2018	Collision Rate Per Mile Driven
Police-Reported Collisions (National)	0.0021%
HopSkipDrive-Reported Collisions	0.000015%

While police-reported collision data for 2019 was not available at the time of this report, the collision rate per mile driven in 2019 on the HopSkipDrive platform was **0.000014%** per mile driven.

Distracted driving

According to a 2017 [Safe Driving Report](#), drivers nationally received an average safe driving score of 79 out of 100 with some of the “riskiest” drivers averaging around 70. During 2018 and 2019, the overall average safe driving score for CareDrivers was an **84.95** — confirming CareDrivers are not only safer on the road, but continue to show improvement year over year.

Zendrive also conducted an independent study in which CareDrivers were found to be in the top percentile of global drivers in regards to safety data. CareDrivers were found to be **75.9% safer than all global drivers**.

This study looked at data between April and September of 2018, and included information from other transportation network companies or platforms as well as transportation companies in North America and Globally. HopSkipDrive was found to be **71.9% safer in terms of driving behaviors when compared against all Global TNCs**, and CareDrivers were found to be **70.2% safer than all North American TNC drivers** in 2018.

In 2019, Zendrive published a study⁶ highlighting how device usage had replaced driving under the influence as the **most dangerous threat on the road**. In addition, they provided HopSkipDrive with a comparative analysis on how CareDrivers fared in terms of phone usage in respect to distracted driving⁷ against national averages.

The results from the comparative analysis showed that CareDrivers use their phones while driving almost **8x less frequently than the average U.S. driver!**

⁶ Zendrive, “Phone Addicts are the New Drunk Drivers: Pledge to #TextYouLater!”, April 2019, <https://zendrive.com/blog/phone-addicts-are-the-new-drunk-drivers-pledge-to-textyoulater/>.

⁷ Phone use in respect to distracted driving and the percent of time spent on the phone when behind the wheel.



CareDriver safety

The 'gig economy' has grown tremendously over the past couple of years, creating opportunities for individuals to go into business for themselves and earn income while setting their own hours. The HopSkipDrive platform provides an earnings opportunity for people who may feel safer driving during the day and driving passengers who are not adults.

The average CareDriver is female, an empty nester, and works 3.10 hours/week — on average completing 3 to 5 rides a day. They make more money per ride than on other platforms. 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.

Additionally, because HopSkipDrive is a solution for children, seniors, and vulnerable groups, CareDrivers say they are able to feel a greater sense of purpose with each ride.

During a recent survey, we asked CareDrivers why they **signed up** to drive with HopSkipDrive: they reported that they wanted to earn more money, work a flexible schedule and help children, in that order. When asked why they **continue** to drive with HopSkipDrive, the order is reversed, with CareDrivers citing their primary reason as the fulfillment they found helping children in their community.



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 the Founder and former CEO of one of the largest school bus companies in the U.S. to leaders of some of the most well-respected organizations on youth transportation safety.

The committee works with HopSkipDrive to further advance our safety leadership and guide initiatives for 2020 and beyond.

MEET OUR SAFETY ADVISORY BOARD



Denis Gallagher



Lisa Robinson



Torine Creppy



Diana Hollander



Dr. Nana Afoh-Manin



Theresa M Anderson

Denis Gallagher | Former CEO, Student Transportation of America

Denis Gallagher has over 43 years of experience as a respected entrepreneur and leader in the passenger transportation industry. He established Student Transportation of America in 1997, making him the third generation in his family to found and lead a transportation company. Under his enduring leadership, STA grew into the third largest U.S.-based school bus company with more than 16,000 vehicles in its fleet. Denis Gallagher also serves on the Board of Directors of HopSkipDrive.



Lisa Robinson | Senior Program Manager, National Safety Council

In her role with the National Safety Council, Lisa Robinson is the subject matter expert in the area of Safety on the Road, working with public and private organizations to address preventable motor vehicle crashes. She is also an experienced public speaker with more than 20 years of expertise in successfully addressing behavior change.

Torine Creppy | President, Safe Kids Worldwide

Torine Creppy is the president of Safe Kids Worldwide, a global nonprofit dedicated to protecting kids from preventable injuries. For more than 20 years, Ms. Creppy has worked with funders, legislators and community leaders around the world to develop and implement strategic initiatives, create meaningful partnerships and change behavior. Under her leadership, the Safe Kids Buckle Up® program has evolved into the most comprehensive child passenger safety program in the world and the Safe Kids Walk this Way® pedestrian safety program has reached more than 17 million children in 10 countries. She led a blue-ribbon panel and convened a consortium to ensure children are considered as autonomous vehicles are being developed. She is a passionate advocate on the Hill and in the media on vehicular heatstroke prevention. Ms. Creppy is a member of the American Public Health Association, the National Urban League, NAACP, the National Head Start Association and Leadership Greater Washington.

Diana Hollander | Retired Director of Transportation, Nevada Department of Education

In her role at the Nevada Department of Education, Diana Hollander has supported school districts for 24 years, helping transportation teams navigate complex federal, state, and local regulations to get students to school safely and on time. She served on the Nevada Bicycle and Pedestrian Advisory Board and the Nevada Executive Committee on Traffic Safety, where she promoted student safety in all modes of transportation. She won the Peter J. Grandolfo Award in Excellence in 2019. A fierce champion for women in student transportation leadership roles, she is also a past president of the National Association of State Directors of Pupil Transportation Services.

Dr. Nana Afoh-Manin, MD, MPH, EMP | Founder, CovidDMD & Shared Harvest Find

As a community-centered emergency doctor, social entrepreneur, and humanitarian disaster relief consultant, Dr. Nana Afoh-Manin has an extensive track record as a champion for equity in higher education. She recently launched myCovidMD which helps under-resourced communities get free testing and access to telehealth services during the Coronavirus Public Health crisis.



Theresa M Anderson | Region 5 Director, National Association for Pupil Transportation

Theresa Anderson has been in the transportation profession for nearly 30 years and currently owns TM Anderson Consulting; LLC based in Colorado, specializing in operations optimizations with an emphasis in Special Education, Medicaid and alternative transportation. Prior to consulting her background includes working in large Colorado school districts starting as a driver moving through the ranks to Central Director.

Additional members may be added to the Safety Advisory Board in the near future. New information regarding the Board's charter in the months ahead can be found on the HopSkipDrive [Safety page](#).



Looking to the future: COVID-Safety

With the health and safety of the entire community in mind, HopSkipDrive adopted and implemented enhanced safety measures to help set the bar high for industry standards when it comes to COVID-19.

Our [COVID-Safe Ride Standards](#) were created using CDC and local guidelines, as well as engaging public health experts. These will be implemented across all of our markets for the start of the 2020-2021 school year.

Safe in-ride experience

Consistent with [CDC recommendations](#), CareDrivers must wear face coverings and proper personal protective equipment during rides, as well as clean and disinfect their vehicle between each ride.

Riders are also asked to follow CDC and local guidelines on wearing personal protective equipment. CareDrivers may decline a ride if they feel it would be unsafe to perform without appropriate personal protective equipment in place. Ride Organizers are asked to assist Riders getting into the vehicle (if needed) to reduce contact between CareDriver and Rider. HopSkipDrive also asks Ride Organizers to follow CDC and local guidelines by keeping Riders home if they show COVID-19 symptoms.

HopSkipDrive will also be one of the first U.S. transportation network companies to adopt plastic dividers as a condition of using its platform.

Health-forward technology

In-app features enable CareDrivers to affirm they are asymptomatic and have not been exposed to COVID-19 each day they plan to offer rides through the platform. They must also attest in-app that they have cleaned and disinfected the vehicle prior to each ride. The HopSkipDrive app enables real-time feedback from CareDrivers, Riders and Ride Organizers.

In addition, HopSkipDrive has partnered with telehealth company Ro to connect CareDrivers with free telehealth screenings.

Continued COVID-19 education

HopSkipDrive will provide COVID-Safe Rides Standards resources for Ride Organizers and CareDrivers. In-app notifications will continue to remind Ride Organizers and CareDrivers of COVID-Safe Ride Standards and best practices.



Anonymous COVID-19 exposure reporting

HopSkipDrive will facilitate anonymous COVID-19 exposure reporting to the extent that such notification does not jeopardize privacy interests. No personal information will be shared in the process. Anonymous exposure reporting enables Users to take proactive health measures if a CareDriver or Rider shows symptoms.

As a purpose-driven company, our mission has always been to create opportunity for all through greater mobility. Keeping Riders and CareDrivers safe and healthy (and, in turn, everyone they come into contact with) has always been at the core of what we do.

We made the decision to openly share our standards – and exactly what they entail – because we felt that keeping our COVID-Safe Ride Standards as proprietary to ensure competitive advantage didn't fit with our mission or our values. We want all children, families and drivers to be protected, regardless of which vendor they're riding with.



In-app features enable CareDrivers to affirm they are asymptomatic and have not been exposed to COVID-19 prior to offering rides through the platform.



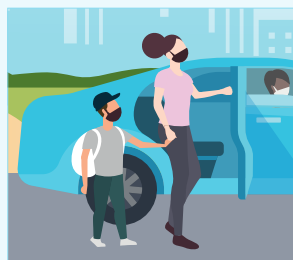
Consistent with [CDC Recommendations](#), CareDrivers and Riders must now wear face coverings and/or proper personal protective equipment during each HopSkipDrive ride.



Plastic dividers between the front and back seat are now used in every vehicle. HopSkipDrive was one of the first transportation network companies to adopt this as a standard procedure.



Consistent with [CDC Guidelines](#), CareDrivers must affirm that they have cleaned and disinfected the vehicle prior to each ride.



Ride Organizers are asked to assist Riders, as needed, to find their ride and load them into the vehicle to reduce contact between CareDriver and Rider.



HopSkipDrive will facilitate anonymous COVID-19 exposure reporting to the extent that such notification does not jeopardize privacy interests.



Conclusion

HopSkipDrive's number one priority is the safety of all Riders, CareDrivers, the motoring public and our communities at large. We believe it's crucial to be transparent about our safety results, both to hold ourselves accountable and to set the bar for others in our industry.

HopSkipDrive intends to release a Safety Report on a yearly basis for visibility, and because we believe it only takes one company to do things differently in order to effect serious change.

We encourage all organizations and platforms — airline, taxi, ridesharing, home-sharing, hotel companies, and more — to share their own safety results with the general public so we can all set a high bar and continue to raise it.

Thanks for reading!

If you have any questions about safety at HopSkipDrive, please email us at support@hopskipdrive.com.
If you have any questions about our COVID-Safe Ride Standards, please email us at covidsafe@hopskipdrive.com.

