



Myth VS. Reality

Change is tough, especially change in an industry long dominated by few players.

HopSkipDrive is a new kind of non-routine student transportation solution and that can breed market misconceptions. We've been hearing a lot of inaccurate information about what we do and how we operate.

We want to clear that all up so you can make the most informed choices.
Here are some common HopSkipDrive 'myths'... and the truth.

What They're Saying:

HopSkipDrive is solely intended for parent-initiated trips.

HopSkipDrive is a PUC-licensed company with no specific student transportation credentials.

We have personal, not commercial, insurance coverage.

The Truth:

We adapted the solution we created for families, built with safety at its core, into a **dedicated solution for schools, districts and counties.**

Today, these organizations account for the vast majority of the daily trips on our platform, and we have designed tools, resources and services to meet their needs.

We assist with alternative student transportation needs, including students who are designated McKinney-Vento, in foster care, who have IEPs with transportation requirements, in continuing technical education programs, and more.

Our enterprise platform enables student transportation staff to book one-time or repeating rides within minutes, while our Customer Success team is specifically trained to work with student transportation officials.

We haven't lost our focus on the parent experience: Parents love when districts use HopSkipDrive to book student rides because they get unparalleled visibility into their child's ride information, ETAs and ride location.

As a Transportation Network Company (TNC), **HopSkipDrive is licensed in each state and highly regulated** by either public utilities or state transportation commissions (dependent on the state). HopSkipDrive meets the state Department of Education requirements in all service areas.

In contrast, many alternative student transportation solutions, including broker services, aren't strictly regulated or licensed by the state.

We always recommend checking if your alternative transportation solution is in fact licensed or regulated. If so, by who and what was the process to become approved? The answers might surprise you...

HopSkipDrive provides commercial insurance for all rides conducted on the HopSkipDrive platform. We maintain comprehensive commercial liability coverage that far exceeds regulatory requirements. In addition, all drivers are required to maintain personal automobile insurance coverage consistent with state laws, and must submit proof of coverage on an ongoing basis.



Not only will HopSkipDrive help reduce the district's overall transportation costs, but offering this service to students with specialized transportation needs will help to shorten commute times—meaning less time in transit and more time learning.

— Leigh Cook

Director of Federal Programs and Academic Compliance, Klein Independent School District

What They're Saying:

HopSkipDrive Riders get a different driver every day; other companies can promise the same driver every day.

HopSkipDrive can only arrange routes and numbers of students based on driver supply. We don't do any repeating rides.

Contracting directly with individual drivers is risky.

The Truth:

We guarantee every ride booked will be fulfilled by a qualified and experienced CareDriver.

HopSkipDrive's flexibility means we can often support rides the very next day! School transportation personnel never have to scramble to find last-minute drivers or replacements.

Even with this flexibility, **HopSkipDrive Riders still only experience an average of 1-3 CareDrivers over 90 days...** far from a different driver every day.

HopSkipDrive also recognizes that there is more consistency to rides than just the CareDriver — our ride policies and procedures ensure **Riders have a consistent experience, every time**, regardless of driver.

And given the well-known industry challenges around driver shortages, it's hard for anyone to promise that the same driver will pick up your student 180 days a year.

Do the companies that guarantee the same driver every single day deliver on that commitment in reality? Or are they over-promising and under-delivering?

We do exactly what we say we do — can other transportation solutions say the same?

We guarantee all student rides booked will be fulfilled.

The beauty of a flexible driver supply is that you can always fill rides, even on eight hours notice, and driver supply will increase and decrease with your needs.

HopSkipDrive offers the option to easily schedule repeating rides and many of the student rides arranged on our platform are repeating.

HopSkipDrive has a direct line to drivers, which creates unparalleled transparency, visibility and communication between us, CareDrivers, Ride Organizers and users associated with a Rider's account.

Ride Organizers and CareDrivers can communicate with each other through phone calls or chats within the app, and we ensure phone numbers are masked to protect privacy. **They can also communicate with us directly — we're always a phone call or chat away.**

Compare this to a broker model, where communication has to trickle down from the broker company, to the actual transportation provider, to the driver. How can parents, families, student transportation staff and drivers communicate effectively? How much visibility do brokers actually provide into rides and the Rider experience?

We challenge the notion that W2 employees are somehow safer than vetted independent contractors. We also challenge the idea that the broker model, when the broker itself doesn't have employees providing transportation, could be safer.

Worker classification in itself doesn't make an operation safer; it takes an organizational focus on safety through technology and procedures.

Safety must come from the top of the organization down and our safety features, including the Safe Ride Support system and the most stringent CareDriver vetting process in the industry, are best in class.

No other alternative transportation solution utilizes powerful safety technology and AI.

Bonus: Because we've cut out the layers of individuals or entities involved in each ride, you won't have to pay all the fees, overhead costs, and expenses broker companies charge.