



HopSkipDrive



Safety Report 2025



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A LETTER FROM OUR SENIOR VICE PRESIDENT OF SAFETY



Dear HopSkipDrive community,

As I reflect on another year leading safety at HopSkipDrive, I am struck by how personal our mission remains for everyone involved in getting children safely to and from school. This mission was set in motion by our Co-Founder and CEO, Joanna McFarland, whose foundational vision of leading with safety continues to guide our every innovation and ensures we remain the most trusted partner for schools and families. While the challenges of student transportation continue to evolve, our commitment to raising the bar rather than simply maintaining the status quo, remains constant.

At HopSkipDrive, we believe that true safety and peace of mind come from full visibility into every aspect of the ride experience. We distinguish ourselves in a landscape of various supplemental transportation options by offering a model rooted in direct accountability and uncompromising safety standards. Where others lack tracking or subcontract out rides, HopSkipDrive maintains a direct, active relationship with every CareDriver, and state-of-the-art apps to keep everyone in the loop. This direct oversight removes the fragmentation of communication and accountability that is too common in the industry, and provides districts with verifiable compliance and real-time insights.

This accountability is supported by our comprehensive reporting, which tracks the complete journey from the moment a CareDriver starts their trip for pickup until the final drop-off. By including behavioral and interpersonal safety alongside road safety metrics, we provide a holistic view of the ride experience that prioritizes student well-being at every stage.

This past year, we deepened our commitment to safety by evolving our 15-point CareDriver certification process to include a robust, skills-based video screening. This qualitative assessment allows us to virtually meet every CareDriver candidate to evaluate their situational judgment and empathy in ways a standard background check simply cannot. The personalized approach to vetting helps ensure that CareDrivers, who have an average of 10 years of caregiving experience, are uniquely prepared to support the diverse needs of students.

To further support these caregiving professionals, this past year we partnered with leading experts in child development and behavior to create and launch a strengthened educational curriculum. These new modules equip CareDrivers with specialized skills in neurodivergence, de-escalation, and trauma-informed practices so they can provide a safe, stable, and dignified ride experience for every student.

In 2025, we also took a pioneering step by forming our Safety Advisory Council, a first-of-its-kind in our industry group of national experts in road safety, interpersonal safety, and child development. By collaborating with leaders from organizations such as Safe Kids Worldwide and the Governors Highway Safety Association, we are ensuring our safety features and policies benefit from the latest research and cross-disciplinary best practices. We're proud to say that this esteemed group continues to affirm that our approach is the right one.

Looking forward, we remain committed to the belief that safety is not a destination but a continuous journey of improvement. In the coming year, we will focus on continuing to leverage our leading technology coupled with the unique insights from our Safety Advisory Council and data from the more than 130 million miles that have been driven on our platform to further refine our proactive safety technologies. We are investing more than ever in the talent and tools required to stay ahead of emerging challenges, reinforcing HopSkipDrive's position as the gold standard for safe student transportation.

Together, we are not just following safety standards; we are continuously reimagining them for the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jen Brandenburger'. The signature is fluid and cursive.

Jen Brandenburger
Senior Vice President of Safety



EXECUTIVE SUMMARY

Our Mission and Reach

At HopSkipDrive, safety is the foundation upon which we've built our business and the driving force behind our mission to create opportunity for all through mobility. As a leader in the student transportation industry, we believe in transparency, and we are proud to present our seventh annual Safety Report, demonstrating our unwavering commitment to the safety and well-being of every user.

This year's report reflects significant progress and exciting milestones. In 2025, we supported **more than 2,000 school districts, private and charter schools, government agencies, and nonprofits across 20 states**. This growth underscores the scalability of our comprehensive safety approach, which combines rigorous driver vetting, innovative technology, and a dedicated team of safety professionals.

Our commitment to safety is defined by a track record of rigorous accountability and operational consistency. In 2025, **99.99% of rides were completed without a collision. Furthermore, 99.70% were completed without a safety incident of any kind**. This result aligns perfectly with our previous year's safety data, proving that our work is inherently scalable; as our volume grows, our ability to maintain these elite standards remains constant. Notably, our reporting begins the moment a CareDriver is on the way to a pickup — not just when a student is in the vehicle — giving us a more comprehensive safety dataset than anyone in the student transportation industry.

When looking at school transportation, we believe in "comprehensive safety," which encompasses the total physical and mental well-being of riders and CareDrivers. That's why instead of reporting only on collision data, as others in school transportation might do, we report on comprehensive safety data. Our reporting framework intentionally captures a broad spectrum of incidents, ranging from critical road safety to operational quality standards, such as breaches of our Community Guidelines. When we proudly report that 99.700% of rides were completed without a safety incident of any kind, we include these incidents, showing the breadth and depth of our safety product and policy capabilities.

“

In the transportation space, safety is often reduced to a discussion about collisions and road statistics. But for students and families, safety is much more holistic. By transparently reporting on a wide range of issues, HopSkipDrive is setting a new industry standard. The company's commitment to showing the full picture is a vital step in creating the safe school cultures our children deserve.

— **Shael Norris**, Co-Founder and Executive Director of SafeBAE and member of HopSkipDrive's Safety Advisory Council

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Why Breadth of Reporting Matters

We don't just track collisions; we track behaviors. By maintaining an inclusive reporting standard, we achieve three critical goals:

- **Proactive Prevention:** Monitoring minor conduct issues allows us to identify and address patterns before they escalate into serious safety risks.
- **Raising the Bar:** A safe environment is also a respectful one. We publicly report on driver and rider behavior as well as collisions because we know safety begins the moment a CareDriver is on the way to a pickup and continues until the rider is safely delivered to their destination, encompassing what happens on the road, in the car, and everything in between.
- **Unrivaled Data Integrity:** We provide a comprehensive view of operational safety, ensuring our stakeholders have a transparent, unvarnished look at the reality of every journey. Our data-driven approach ensures that our platform safety features are constantly being developed, tested, and improved.

The Philosophy of Direct Accountability

Our 2025 efforts were defined by a commitment to direct accountability — a critical differentiator in an industry increasingly crowded by third-party brokerage models. We believe that real safety requires a direct, unmediated relationship with the individual behind the wheel.

Unlike brokers that rely on layers of service providers, subcontractors, and unverified third parties, HopSkipDrive maintains an active relationship with every CareDriver on our platform. We ensure full visibility by anchoring our operations in three key areas:

- **Provider-of-Record Transparency:** As a licensed and regulated Transportation Network Company (TNC), we are the entity responsible for facilitating every ride. There are no middlemen to hide behind.
- **Real-Time Driver Insight:** Because we own the platform and the relationship, districts have immediate access to the specific profile, credentials, and real-time location of the CareDriver assigned to their students.
- **A Verifiable Standard of Care:** By eliminating the regulatory gray space created by subcontractors, we ensure that safety compliance is a live, verifiable data point rather than a static paperwork exercise.

By maintaining this direct line, we offer districts more than just peace of mind. We provide the functional visibility required to know exactly who is in the driver's seat at all times.

A Proactive Framework for Student Well-Being

Beyond the logistics of the ride, our safety approach is built on proactive prevention. We recognize that for many of the students we serve, including those with specialized needs, behavior is often a form of communication. In 2025, we emphasized the importance of a predictable, regulated environment, ensuring that our safety standards account for sensory sensitivities and trauma triggers. By preparing CareDrivers to handle these nuances, we reduce the risk of incidents before they occur, replacing the stress of the unknown with dependability and connection.

Raising the Bar for Every Student, Every Ride

We are setting a new standard for safety with our Safe Ride Technology™ system, which includes more than 50 proprietary safety products and features integrated into every stage of the journey. This 360-degree approach ensures safety is a priority before, during, and after every ride.

While our technology — including GPS tracking and mobile telematics — provides real-time visibility, it is always backed up by our Safe Ride Support® team. This dedicated team supports our real-time “human eyes on every ride” approach to proactively intervene if necessary and support riders and CareDrivers. By blending technological precision with human oversight, we provide the end-to-end transparency and proactive protection districts need to ensure every student arrives safely.

HopSkipDrive is committed to building a future where every ride is safe and reliable. We will continue to improve our products and technology because we believe that transportation should never stand in the way between a student and an opportunity.

Thank you for your trust in HopSkipDrive. We appreciate your confidence and look forward to continuing to earn it every day.

For safety-related questions, please contact us at safety@hopskipdrive.com.

Thank you for reading!

TERMS USED IN THIS SAFETY REPORT

CareDrivers®

CareDrivers are vetted “caregivers on wheels” — parents, nurses, teachers, and others — who bring an average of 10 years of caregiving experience to every ride. By maintaining a direct relationship with every driver, HopSkipDrive enforces a 15-point certification process that includes fingerprint-based background checks and video screening for empathy and judgment, and provides specialized trauma-informed training, offering a level of safety and accountability that third-party brokers cannot match.

Ride Organizers

Ride Organizers are the district staff, agency partners, and parents who use our platform to schedule rides and connect with CareDrivers. Through our easy-to-use RidelQ platform and apps, they can book a ride in seconds and watch it move across a live map from start to finish — giving them the total visibility and peace of mind they can’t get with a taxi or a broker.

CarePartners™

CarePartners are professional, trained specialists who are booked for specific rides requiring specific equipment or skills, such as Wheelchair-Accessible Vehicles, Rider Assistants, and more. CarePartner drivers meet the same high bar as CareDrivers for safety and compliance standards, ensuring a unified, high-touch level of care and transparency for every rider regardless of their specific needs.

Riders

A rider is any individual — from a child starting their first day of kindergarten to an older adult heading to a community center — who is matched with a CareDriver for a safe, transparent ride. Our safety standards are built to protect our most vulnerable populations, ensuring that every rider, regardless of age or circumstance, receives a high-touch level of care.

Rides

A “ride” is a trip in a vehicle with one CareDriver, from origin to destination, regardless of the number of riders inside the vehicle. HopSkipDrive does facilitate trips with multiple riders in a vehicle — and, in some cases, to various pickup or drop-off locations — which means we have facilitated even more instances of safe transportation than the total number of rides reflected in this report.

Transportation Network Company (“TNC”)

A Transportation Network Company (TNC) is a licensed technology platform connecting drivers with riders for safe transport. HopSkipDrive is a fully licensed and regulated TNC in every state we operate in, which means we are legally required to “show our work” through rigorous reporting and verified compliance. This oversight ensures we maintain strict safety standards and a secure digital infrastructure to keep our license and protect the districts and families we serve.

Services

“Services” refer to the personalized transportation and care that CareDrivers provide directly to riders and Ride Organizers. The HopSkipDrive platform acts as the secure bridge, allowing districts and CareDrivers to coordinate and manage these requests. While HopSkipDrive provides the technology and oversight framework rather than the transportation itself, our platform ensures every connection is built on a foundation of safety and transparency.

Users

“Users” represent the entire community connected through the HopSkipDrive platform. This includes the CareDrivers who provide the service, the Ride Organizers who coordinate it, the riders themselves, and the parents or guardians linked to an account to monitor their loved one’s progress in real time.



ABOUT HOPSKIPDRIVE

130M+

SAFE MILES DRIVEN

2,000+

SCHOOL DISTRICTS, GOVERNMENT AGENCIES, AND NONPROFITS HELPED

2.9M+

FOSTER AND MCKINNEY-VENTO RIDES

1.7M+

IEP RIDES

MILLIONS MORE

RIDES ACROSS GENERAL EDUCATION, CAREER AND TECHNICAL EDUCATION, OLDER ADULTS, AND MORE

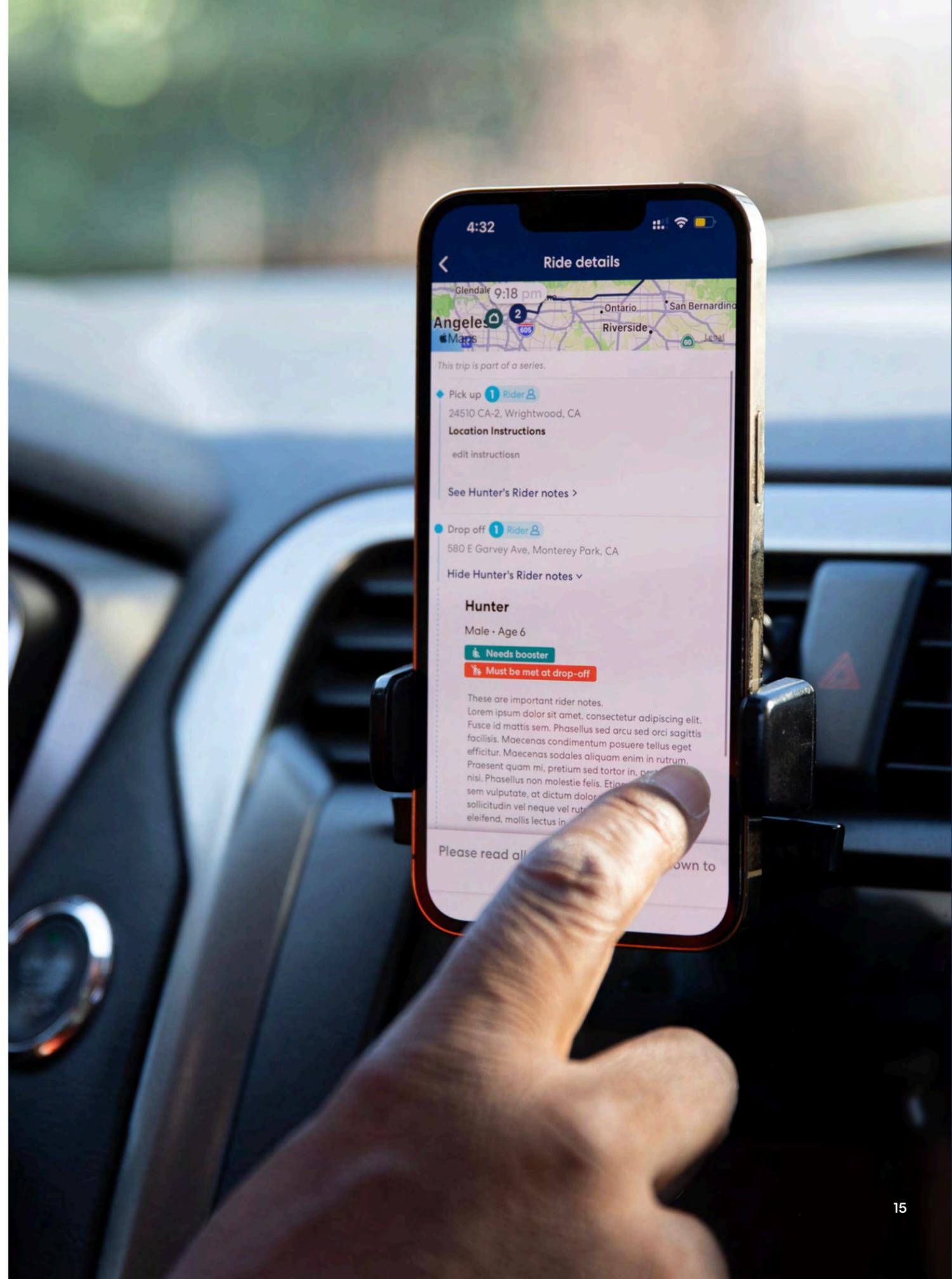


What We Offer

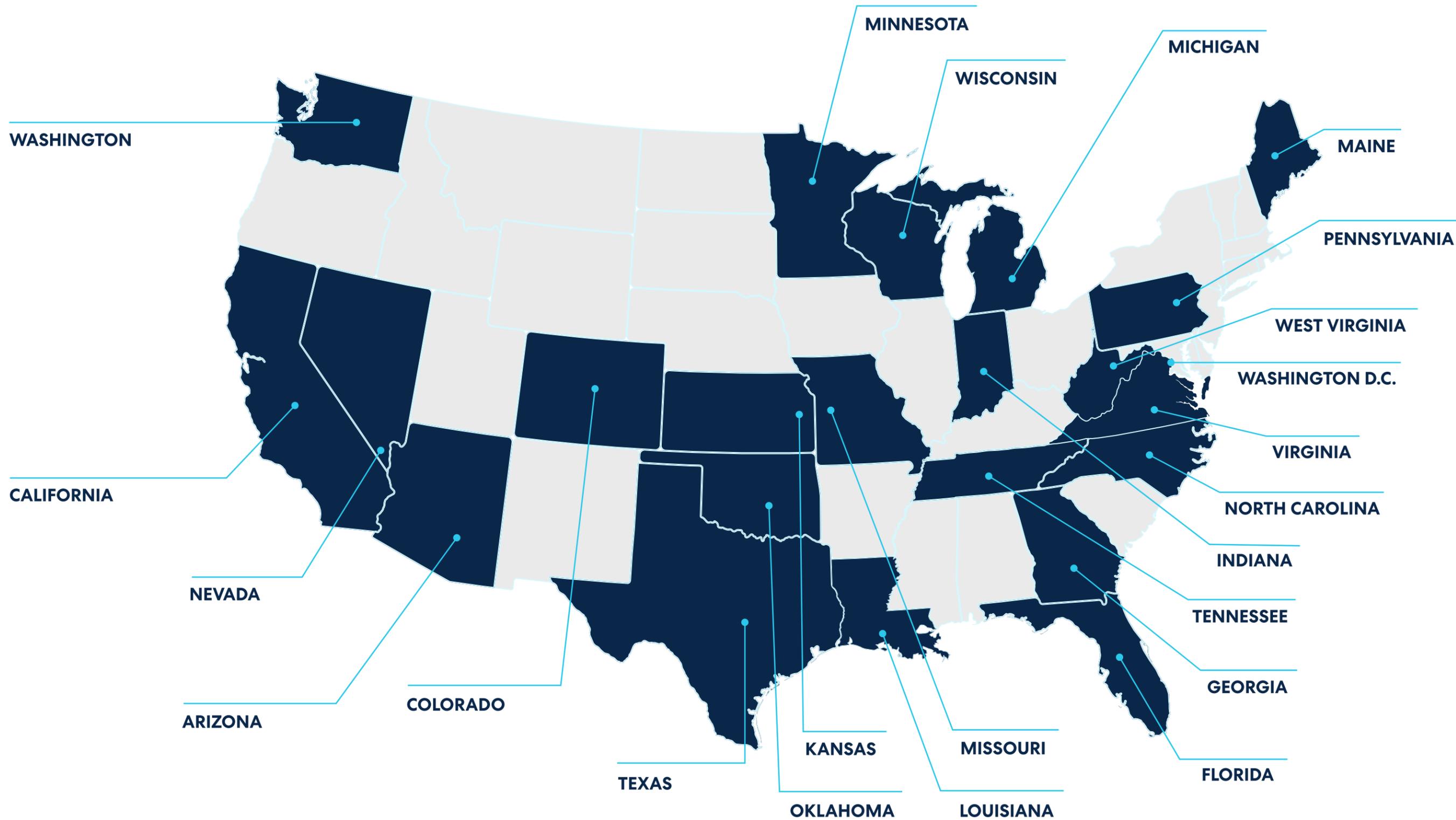
HopSkipDrive, the leader in safe, fast, and simple supplemental student transportation, partners with school districts to get kids to school more quickly, safely, and easily than anyone else. The company is modernizing the \$30 billion school transportation industry through two core solutions: a care-centered transportation marketplace and an industry-leading transportation intelligence platform, RouteWise AI™. HopSkipDrive’s marketplace supplements school buses and existing transportation options by connecting kids to highly vetted caregivers on wheels, such as grandparents, babysitters, and nurses in local communities. RouteWise AI helps schools and districts make better decisions and smart transportation plans to address critical challenges, including budget cuts, bus driver shortages, and reaching climate goals.

Purpose-Built Tools for Youth Transportation

HopSkipDrive is a trusted partner of schools, districts, counties, and nonprofits, providing a platform that streamlines transportation operations. With HopSkipDrive, Ride Organizers can effortlessly coordinate customized transportation to meet individual rider needs. Our real-time dashboards provide Ride Organizers and school site staff with complete visibility into the status, location, and progress of every ride. Families and caregivers can track their children’s rides in real time through our user-friendly platform and dedicated mobile app. Through HopSkipDrive’s intuitive scheduling tools and instant updates, both school staff and families stay informed at every step. Our flexible scheduling and cancellation features help ensure reliable, on-time transportation for every child.



States Served Since 2014





A Dynamic and Inclusive Marketplace

The HopSkipDrive platform is a highly adaptive marketplace, matching riders with a network of qualified CareDrivers, as well as specialized CarePartners™ and Rider Assistants. Our robust CareDriver network ensures that if a driver faces a late cancellation or is unavailable, another CareDriver can step in to fulfill the request. Our industry-leading six-hour ride scheduling window allows Ride Organizers to book same-day or next-day transportation with just a few hours' notice.

To ensure every student has access to reliable transportation, HopSkipDrive offers specialized support options:

- **Wheelchair-Accessible Vehicle (WAV) rides:** These rides are fulfilled by drivers through CarePartners. These CarePartner drivers undergo the same rigorous certification process as CareDrivers, including specialized vehicle inspections, driving record screens, and comprehensive orientation and onboarding.
- **Rider Assistants:** For students with Individualized Education Programs (IEPs) or those who benefit from extra supervision, schools can book Rider Assistants to accompany the rider. These assistants offer compassionate, informed support to ensure a successful journey.

Both CareDrivers and CarePartner drivers choose their own hours and service areas with full visibility into estimated fares. By empowering drivers to manage their own schedules without the pressure of rushing, we maintain a higher standard of safety and reliability for every student we serve.

Mission and Core Values

HopSkipDrive's mission is to create opportunity for all through mobility.

We partner with school districts to solve their most complex transportation challenges, providing a safe, reliable, and easy-to-use solution for all students. This includes youth experiencing homelessness, students with IEPs that have specific requirements, and those in specialized career or activity programs. We deliver a transparent, regulatory-compliant solution built on a foundation of safety. Our technology and operations are designed to handle immediate needs with flexibility and ease, ensuring every rider has a reliable path to success.

HopSkipDrive also provides caregivers and care professionals with a valuable opportunity to supplement their income. Our platform offers a flexible and safe way to earn on their own terms.

Driven By Our Core Values



Safety Is Everything

When it comes to safety, we are never 'done' – we continuously set and raise the bar. We relentlessly innovate using technology, data, and human expertise to keep all of our users safe.



Feel It

We strive to have empathy and compassion for our customers, teams and their communities by putting ourselves in others' shoes to understand their needs, deliver outcomes that make a difference, and meet people where they are.



Customer First

We are obsessed with delivering extraordinary customer experiences. We go above and beyond to build trust and make our customers' lives easier.



Make Tomorrow Better

We are curious, constantly experimenting, testing assumptions and challenging the status quo. We hold ourselves accountable to continuous improvement, seizing opportunities to solve complex problems, knowing this requires bold and creative thinking.



Move Fast, Stay Nimble

We act quickly, with deep urgency. We don't cut corners, but we value progress over perfection.



Win Together

We foster healthy debate and encourage diverse perspectives to uncover the best solutions while remembering there's no room for jerks. We take ownership, act with integrity, and celebrate our collective successes. Best idea wins.



SAFETY AT HOPSKIPDRIVE

HopSkipDrive is committed to raising the bar for school transportation safety and transparency. We continually innovate on safety, proactively and strategically implementing cutting-edge technology and refined processes. Our commitment to safety is driven by a forward-thinking approach that prioritizes proactive measures, innovative solutions, and a relentless pursuit of improvement.

CareDriver®, CarePartner™ Drivers, and Rider Assistant Background Checks and Certification

Before they can accept their first ride on the HopSkipDrive platform, all CareDrivers, CarePartner drivers, and Rider Assistants undergo a rigorous vetting and certification process that aligns with both regulatory standards and industry safety protocols. This includes an FBI fingerprint-based background check and thorough criminal history searches across county, state, and national databases. Additional checks include screening against global watchlists, sex offender registries, and Child Abuse and Neglect databases in jurisdictions where permitted. In addition, ongoing criminal monitoring is required. All CareDrivers and CarePartner drivers also must complete a 19-point vehicle inspection by a qualified mechanic, have at least three years of driving history, and undergo motor vehicle records reviews and ongoing monitoring of their driving histories.

As part of our thorough onboarding process, CareDrivers, CarePartner drivers, and HopSkipDrive Rider Assistants also complete a video screening that allows for a meaningful evaluation of a candidate's situational judgment, empathy, and readiness to work with children. These responses are carefully evaluated against specific safety and caregiving criteria to ensure only highly qualified individuals advance in our certification process.

HopSkipDrive is part of the [Industry Sharing Safety Program \(ISSP\)](#), which enables us to evaluate data and information about CareDriver behavior on other Transportation Network Company (TNC) platforms. We proactively remove any CareDriver from the HopSkipDrive platform if that individual has been deactivated by major nationwide rideshare platforms based on behavior consistent with the National Sexual Violence Resource Center's (NSVRC) Sexual Misconduct and Sexual Violence Taxonomy, as well as physical assault fatalities.

HopSkipDrive Platform Criteria



*Implemented for prospective drivers in 2021 where legally permitted. In some markets, this may be completed after activation on the platform for new and existing CareDrivers.

Vehicle Safety

To help ensure the safety and reliability of every ride, HopSkipDrive requires that all vehicles on the platform undergo a comprehensive annual inspection by a certified mechanic. These inspections cover a wide range of safety and operational aspects, from brakes and tires to windshield wipers and seat belts. Particular attention is given to critical components such as brakes, steering, speedometer, safety belts, and tires, ensuring they are in optimal working order. Only vehicles that meet these rigorous standards are approved for use on the HopSkipDrive platform.

HopSkipDrive maintains a proactive approach to vehicle safety by continuously monitoring and exceeding state regulations for vehicle age and condition. This includes adhering to a maximum vehicle age of 15 years (or less, where local regulations require) and promptly alerting CareDrivers of any relevant vehicle recalls.

As part of our safety efforts, every CareDriver must complete a Daily Safety Check before their first ride. This protocol includes a mandatory multi-point vehicle inspection and real-time verification, ensuring every ride begins in a vehicle that meets our uncompromising safety standards.



Onboarding: CareDriver Education & Specialized Training

During the onboarding process and throughout their time on the platform, CareDrivers have access to a strengthened educational curriculum designed in partnership with leading child development and trauma-informed care experts. This modern curriculum provides CareDrivers with specialized skills to support all students, with a specific focus on neurodivergent riders and those with IEPs. More than 9 in 10 CareDrivers surveyed report feeling confident supporting neurodivergent riders after completing our specialized education modules.

These modules cover critical topics such as understanding sensory sensitivities, de-escalation techniques, and effective communication strategies. These resources supplement core safety training on maintaining appropriate boundaries, safe driving tips, and HopSkipDrive-specific protocols for emergencies or ride-related adjustments. By better understanding child behavior, we can better support riders, ensuring they arrive at school calm and ready to learn.



Community Guidelines and Zero Tolerance Policies

HopSkipDrive [Community Guidelines](#) were developed with CareDrivers and riders in mind and help ensure a safe, smart, and respectful ride experience for all. HopSkipDrive users are expected to follow these guidelines when accessing or using the HopSkipDrive platform.

Specifically, the guidelines prohibit the use of personal recording devices and communication between CareDrivers and riders outside of the ride, and require age-appropriate interactions. To ensure a comfortable and safe environment for all, eating and drinking during rides is also prohibited, and a strict no-weapons and no-smoking policy is enforced. HopSkipDrive addresses these issues with a multi-layered approach: significantly smaller ride groups, a 15-point CareDriver certification process, continuous background check monitoring, and direct communication for users within the platform. These measures create a safer and more supportive environment for all riders, minimizing the potential for bullying and ensuring a positive experience.

HopSkipDrive also maintains a [Zero Tolerance Policy](#) regarding serious offenses such as driving under the influence, discrimination, and inappropriate behavior. Any reported incident of this nature will result in the immediate suspension of the user's account pending a thorough investigation.



HopSkipDrive Community Guidelines



Be Safe

Safety is the core tenet of the HopSkipDrive CareDriver community—a shared commitment where everyone plays a vital role. Together, we can create an environment of safety, care, and consideration for every ride.



Be Considerate

When we all choose to be considerate—by being prepared, communicating clearly, and respecting one another's time—we contribute to a journey that is more reliable, supportive, and safe for everyone involved.



Be Respectful

We believe every person in our community deserves to be treated with dignity. Respect is this belief in action. It's shown when we listen to understand and communicate with courtesy—and this foundation of mutual respect is essential for creating a safe environment where everyone feels they belong.

Safety and Support with Every Ride

HopSkipDrive's Safe Ride Technology™ is an integrated solution that provides complete transparency and oversight throughout every ride, granting end-to-end visibility to all stakeholders, including HopSkipDrive, CareDrivers, Ride Organizers, and caregivers associated with a rider's account. Using innovative technology, the system continuously monitors rides in real time, detecting safety-related anomalies. These anomalies trigger a proprietary system of alerts for rapid escalation for our Safe Ride Support® team, a dedicated group of specialists that proactively resolves issues immediately while communicating directly with Ride Organizers, CareDrivers, and caregivers.

Data Privacy and Security

Safeguarding the privacy of the HopSkipDrive community is a responsibility we take seriously. Because we primarily serve children, we prioritize data protection through a multilayered strategy that combines cutting-edge technical safeguards with rigorous, independent verification. We focus on data security so everyone can feel confident in the information HopSkipDrive receives. Today, we maintain over 60 data and privacy controls that are audited daily by leading compliance software and validated annually by an accredited third-party firm.

HopSkipDrive is proud to have achieved a SOC 2 Type II attestation. Established by the American Institute of Certified Public Accountants (AICPA), this attestation means our security practices have been rigorously tested and verified by independent auditors over time — not just at a single point in time. In an era of increasing digital threats, this proven framework ensures we meet the highest industry standards for protecting sensitive student information.

We have also engineered specific features into our platform to ensure that data is only accessible

when absolutely necessary for a safe and successful ride:

- **Precision Disclosure:** Ride Organizers receive a CareDriver's name, photo, and vehicle information only after a ride is claimed. Conversely, CareDrivers view pickup and drop-off locations when claiming rides, but only receive specific rider details upon pickup.
- **Immediate Data Masking:** Once a ride is completed, sensitive information is immediately hidden from the CareDriver's view. Furthermore, all in-app communication utilizes masked phone numbers to ensure permanent anonymity.
- **Functional Safeguards:** To prevent the unauthorized export of information, we have restricted app functionality, such as disabling copy-pasting for sensitive data fields.

Our security program aligns with the NIST Cybersecurity Framework, providing a robust foundation for our ongoing efforts. By maintaining these rigorous standards, we ensure that data remains confidential and secure, allowing schools and families to focus on what matters most: getting students where they need to go safely and reliably.

CareDriver Safety

CareDrivers report the platform is an attractive option for empty-nesters or recent retirees, who often prefer the advance scheduling features that HopSkipDrive provides and the ability to drive exclusively during the daytime. CareDrivers can see and claim available rides far in advance, along with the estimated earnings for each ride. They also have the ability to claim an entire Ride Series, enabling consistency in the rides they choose to claim and the riders they serve.

According to a recent CareDriver survey, more than 9 in 10 CareDrivers feel safe or very safe driving with HopSkipDrive, a sentiment that has remained high year-over-year. A driver who feels safe can prioritize the student, not the stress. This operational calm translates to fewer incidents and a significantly lower risk profile for districts, schools, and families.



DATA INSIGHTS

HopSkipDrive's Safe Ride Technology™ is designed to ensure the safest in-ride experience for users, and provides extensive safety data that fuels our ongoing safety programs. HopSkipDrive's proactive safety approach, systems, processes, and culture exceed industry standards.

Methodology and Safety Categories

HopSkipDrive measures traffic collisions* as defined by the [Department of Transportation](#) and critical safety incidents as defined by the [National Sexual Violence Resource Center \(NSVRC\)](#). Definitions for these measures are as follows:

Traffic Collisions

Any incident on the HopSkipDrive platform where a vehicle makes contact with another vehicle, pedestrian, animal, road debris, or other stationary object while there is a rider in the vehicle or while the CareDriver is on the way to the pickup location (a period that is often excluded in safety data from others in the industry). HopSkipDrive has aligned with the U.S. Department of Transportation's definition of a recordable motor vehicle collision 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 going to urgent care to get "checked out")
- **Minor collisions**
All other traffic collisions

**Based on guidance from The National Highway Traffic Safety Administration (NHTSA), HopSkipDrive uses the term "collision" instead of "accident" to emphasize that motor vehicle incidents are preventable events caused by human error, environmental factors, or mechanical failure, rather than random chance.*

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.

Critical Safety Incidents

- **Motor vehicle fatalities**
- **Fatal physical assault**
- **Sexual assault**
 - Non-Consensual Sexual Penetration
 - Attempted Non-Consensual Sexual Penetration
 - Non-Consensual Kissing of a Sexual Body Part
 - Non-Consensual Touching of a Sexual Body Part
 - Non-Consensual Kissing of a Non-Sexual Body Part

Safety at HopSkipDrive (2025)

99.7000%

RIDES ENDED WITHOUT A SAFETY INCIDENT

0.0000%

RIDES EXPERIENCED A CRITICAL SAFETY INCIDENT

0.015%

RIDES EXPERIENCED A TRAFFIC COLLISION

0.0002%

RIDES WITH A COLLISION CONSIDERED "MAJOR"



Safety Data

This Safety Report examines data collected throughout 2025. Consistent with previous years, an overwhelming majority of rides scheduled through the HopSkipDrive platform — **99.700%** — ended without a safety concern.

Critical Safety Incidents

HopSkipDrive believes that any allegation of physical assault, sexual assault, or sexual misconduct must be taken extremely seriously, and protocols are 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 that provide guidance relating to safe driving, accident procedures, 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	2025
Critical Safety Incidents	0.000%
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 a Sexual Body Part	0.000%
Non-Consensual Touching of a Sexual Body Part	0.000%
Non-Consensual Kissing of a 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 within a minimum of six 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. Consistent with our belief in “comprehensive safety,” we report data that is inclusive of both of these periods.

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 that occurred during either of these two ride periods in which the CareDriver was providing a ride.

Figure 2: Traffic Collision Rate Per Rides Served

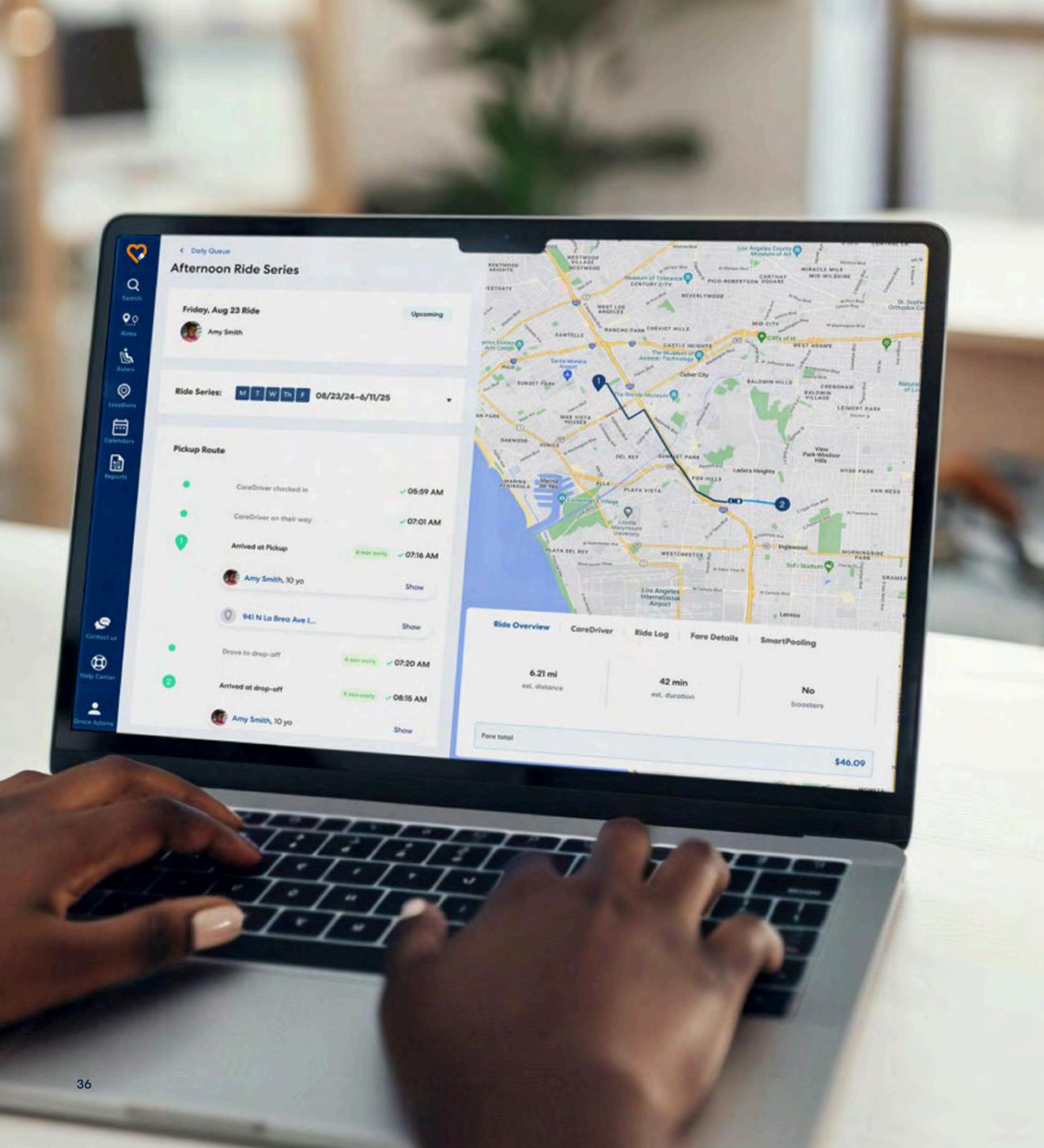
Year	2025
Total Collisions	0.015%
Major Collisions	0.002%
Minor Collisions	0.013%

In 2025, only **0.015%** 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 — a rate that remains consistently low and has not increased over the past five years. Of the rides that did experience a collision event, only **0.002%** 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. Importantly, none of these incidents resulted in any fatalities. This data demonstrates the effectiveness of our comprehensive safety approach, even as we continue to expand our footprint.

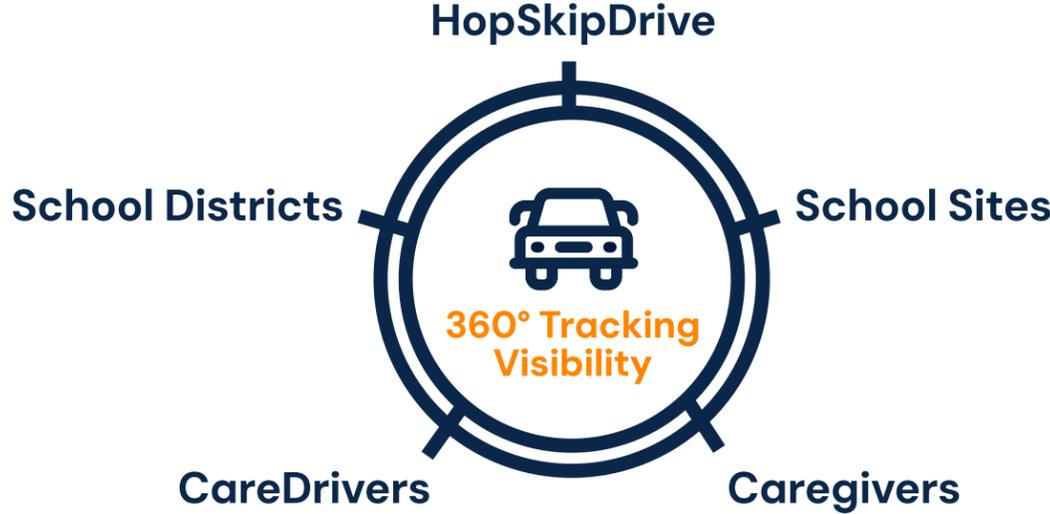
While collisions on the platform are extremely rare, our Safe Ride Technology™ uses telematics-based collision detection to alert our team instantly if it detects a collision may have occurred. This enables our expertly trained staff to proactively reach out and provide immediate assistance.

INNOVATION IN ACTION: ADVANCING SAFETY THROUGH TECHNOLOGY AND INDUSTRY- LEADING DATA

While this report will detail the latest advancements in HopSkipDrive's safety features, it's important to note that cutting-edge technology has been integral to HopSkipDrive since the company was founded more than 12 years ago. School districts and caregivers have complete, real-time visibility into every stage of a ride on the HopSkipDrive platform. This includes the ability to track rides on a map and contact CareDrivers or our Safe Ride Support® team at any time. This level of transparency and control represents a significant advancement compared to traditional forms of student transportation.



KEY SAFETY HIGHLIGHTS



Before the Ride

- 15-point CareDriver Certification
 - Fingerprinting and Background Checks
 - CareDriver Video Screening
 - Vehicle Requirements
 - CareDriver Education
- Data Privacy & SOC 2 Type II Certification
- Mobile Telematics
- Industry Sharing Safety Program (ISSP)
- Safety Advisory Council
- Proactive Ride Intervention

During the Ride

- Real-time Tracking
- Safe Ride Support Team
- Dedicated Support Line
- In-app Communication
- Daily Queue: Customized Ride Visibility for Schools
- Multi-step Verification Process
- Ride Recording
- Community Guidelines
- Mobile Telematics
- Proactive Ride Monitoring

After the Ride

- Drop-off Confirmation and Ratings
- CareDriver Trends
- Annual Safety Report
- Daily Analytics
- Zero Tolerance Policies
- Innovation in Product Development

Beyond the more than 50 safety products and features we've woven in to date before, during, and after the ride, we continue to invest in new efforts to put safety at the center, knowing safety is a continuous process of improvement. By combining data-driven tools and technology with direct human oversight, we solve the specific transportation challenges districts face every day. In 2025, we focused our safety investments on three critical areas: strengthening support for vulnerable populations, expanding visibility and care, and leveraging expert guidance from our Safety Advisory Council and child development experts to continuously raise our standards.

Unlike student transportation brokers, we maintain a direct relationship with every CareDriver on our platform. This relationship allows us to implement safety protocols and innovative features with unmatched speed, ensuring consistent adoption of new technology across our entire network. To back this, our Safe Ride Support® team uses proprietary tracking technology and real-time data alerts to maintain human eyes on every ride. By pairing these automated tools with direct human oversight, we can proactively detect and resolve issues as they happen. This combination of integrated technology and a direct-to-driver connection provides a level of safety, accountability, and peace of mind that schools and families can count on.

This commitment to safety is validated by the feedback we receive from our partners. We often hear our data and reporting capabilities are the most sophisticated in the market and unrivaled by other student transportation options. We provide districts with transparency into insights like on-time rates, daily absent rider reports, and real-time transit patterns.

One routing team in Colorado shared that HopSkipDrive's data capabilities enable them to track rides on a daily basis so they can "monitor trends closely to align on root causes and corrective actions."

We don't just make this data visible; we also provide the tools for our clients to take action on these insights while we leverage the data to pursue continual improvement. This collaborative feedback loop allows us to relentlessly refine our operations and proactively identify trends, ensuring we are actively engineering the smoothest and safest rides possible.

Key 2025 Safety Innovations

We are proud of our safety ecosystem, which includes over 50 products and features that protect our community before, during, and after every ride. A cornerstone of this foundation is **Proactive Ride Intervention** — a HopSkipDrive-exclusive first-of-its kind feature. Because we capture and report data comprehensively starting the moment a CareDriver is en route to pickup, we can detect risky driving behavior and intervene in real time, before a rider ever enters the vehicle. This year, we built on that foundation with several key updates to ensure we remain the partner that schools and families count on most.

Support for Vulnerable Populations

To meet the unique needs of every rider, we have expanded our physical resources, specialized training, and handoff protocols:

- Specialty Transportation Accessibility:** Following successful pilots, in June 2025 we expanded our specialty transportation services nationwide. This expansion allows us to solve a critical pain point for districts: the high-needs specialized rides that often place a disproportionate operational burden on transportation teams. By offering a comprehensive suite of specialized resources at scale — including Wheelchair-Accessible Vehicles (WAV) and Rider Assistant support — we take on the specialized logistics that are often difficult to scale within a standard fleet, ensuring every student has a reliable way to get to school regardless of their mobility needs.
- Specialized Driver Education:** We partnered with Rooted in Play, an organization of experts specializing in child development and behavioral health, to launch new driver education programs focused on supporting students with diverse needs, with a specific focus on neurodiversity. This curriculum emphasizes sensory processing and proactive de-escalation, ensuring CareDrivers — who average 10 years of caregiving experience — are equipped to provide a supportive environment tailored to each student's specific requirements. This new education builds on the trauma-informed care resources we've provided since our earliest days, and we're proud that this approach is already demonstrating success: In a recent survey, 94% of CareDrivers said they feel confident supporting neurodivergent riders, a result that translates directly into greater preparation and better experiences for students, families, and school staff. Eighty-five percent of surveyed CareDrivers found the education essential in preparing for these specialized rides.

- Qualitative Video Screening & Advanced Qualifications:** This year, we added Qualitative Video Screening to our 15-point CareDriver certification process to evaluate situational judgment and empathy. We also introduced verified in-app **Advanced CareDriver Qualifications**. These ensure that rides requiring a higher level of specialized training — such as those involving specific equipment — are only matched with CareDrivers who have documented and verified expertise.
- Car Seat Program:** We provide qualified CareDrivers with safety-certified car seats for children ages four to six. To maintain our quality standards, all equipment meets or exceeds **Federal Motor Vehicle Safety Standards (FMVSS)**.
- Enhanced "Must Be Met" Protocols:** We launched our enhanced "Must Be Met" protocols to ensure those students who may be particularly vulnerable or are unable to navigate transitions well are safely handed off to a responsible adult. This feature provides a vital safety net by requiring specific verification that a student has been met by an authorized person, preventing unsupervised arrivals and ensuring a seamless transition from the vehicle to the classroom.

These new protocols build on our total transparency and visibility, which includes live, continuous monitoring of every ride and automatically providing real-time updates to families, schools, and our Safe Ride Support team through dedicated apps and dashboards. This proactive communication eliminates the uncertainty of transit delays, ensuring everyone stays informed from pickup to a successful handoff.

Expanding Visibility and Care to All Users

To ensure every stakeholder stays safe, connected, and informed, we have removed technological barriers and provided direct lines of communication:

- **Ride Recording:** To provide an objective record of every interaction, we launched our In Ride Recording program in 2025, which captures encrypted video and audio during each journey. This initiative provides an extra layer of accountability for both riders and CareDrivers, effectively eliminating ambiguity of conflicting reports. We've continued to invest in this program to deliver even better recording solutions while maintaining our deep commitment to security, privacy, and transparency.
- **Dedicated Rider Support Line:** Many students these days have their own devices, so we are launching new products to meet them where they are. We launched a dedicated support line in select markets to ensure students are never more than a few seconds away from assistance. By providing a direct text or call line to our **Safe Ride Support team**, we offer students immediate autonomy and real-time peace of mind during every ride.
- **Caregiver Great Start Program:** We recognize the uncertainty that can come from a student having a new transportation plan. This program transforms the first-ride experience into one of total readiness through proactive, one-on-one outreach to 100% of eligible families. The impact is significant: partners report a noticeable decrease in first-week support calls and emails, as families are pre-equipped with technical walkthroughs and safety protocols. By verifying ride-tracking features and two-factor verification before the first car arrives, we replace "first-day jitters" with a sense of calm agency, ensuring parents feel completely confident from day one.

- **CareDriver Trends:** This feature provides real-time data on safety and operational metrics to CareDrivers by consolidating telematics scores, on-time arrivals, and ride check-ins into an accessible "trends rating." By giving CareDrivers actionable insights to optimize their driving behavior, we are fostering a culture of continuous improvement, further enhancing the overall safety of the HopSkipDrive platform.

Leveraging Expert Insight

To maintain our position as an industry leader, we subject our platform to rigorous third-party audits and continuously consult with the nation's foremost experts:

- **SOC 2 Type II Compliance:** In April 2025, we achieved Service Organization Control (SOC) 2 Type II compliance, which verifies that our platform meets high enterprise standards for data security and confidentiality. HopSkipDrive is a leader in the industry, having set a new benchmark as the first alternative student transportation company to receive this important security attestation report. Today, we have over 60 data and privacy controls audited daily by a leading compliance software and validated by an accredited third-party firm annually.
- **Safety Advisory Council:** We formalized our Safety Advisory Council with world-class experts in safety, including leaders from Governors Highway Safety Association, Safe Kids Worldwide, Truckers Against Trafficking, and more, bringing expertise in interpersonal, road, and youth safety. Last fall, we expanded this group to add child development experts Jenifer Eaton from Rooted in Play and licensed clinical therapist and former Director of Mental Health for Cherry Creek Schools, Steve Nederveld, to guide our specialized protocols.

We also expanded our focus on trauma-informed care through a partnership with the **National Organization for Victim Assistance (NOVA)**, completing training for our internal Trust & Safety and Safe Ride Support teams. While our primary focus is always on proactive prevention, we strive to provide world-class support to ensure any safety concern is met with an immediate, caring, and comprehensive response.

2026 Roadmap and Launches

As we move into 2026, we are continuing to evolve our platform with many more developments, but two specific marquee offerings we're excited about are more granular controls and advanced recording capabilities to further protect our community.

- **Track My Ride:** We recently introduced a new system that removes the "app-only" barrier for students who may not carry a traditional smartphone. Many riders use the HopSkipDrive app to track rides today, though we recognize students often rely on wearables, smartwatches, or government-issued devices that don't support app installs. We also recognize that the capabilities within the HopSkipDrive app may not be ideal for riders to access, such as ride cancellation. By providing secure, masked SMS links that open in a standard web view, we ensure real-time journey visibility remains accessible to all riders, empowering them to track their ride's progress regardless of their hardware.

- **Ride Recording: In-App:** This year, we are expanding our ride recording capability from hardware-based dashcams to Ride Recording: In-App to power audio and visual ride recording. By leveraging the native device capabilities within the CareDriver app, we are making this safety feature even more affordable, secure, and accessible. This enables us to scale ride recording across our entire CareDriver network without the need to retrofit a fleet with physical equipment and also integrates recording into the system drivers use for navigation and ride management. Recordings are automatically triggered for designated rides and the software can be updated without changes to physical equipment. To prioritize security and student privacy, the footage is SOC 2-compliant and encrypted. CareDrivers have zero access to the files, which are automatically uploaded to our secure servers and wiped from the driver's device immediately after the ride is complete.

The innovations we introduced in 2025 represent more than just technical milestones; they reflect our commitment to the families and districts who trust us every day. By bridging the gap between proactive monitoring and empathetic, human-led support, we have moved beyond simple transportation to create a true ecosystem of care that translates directly into smoother operations for district staff, peace of mind for families, and students who arrive feeling calm, happy, and ready to learn.

As we look toward 2026, we remain dedicated to replacing the stress of the unknown with the confidence of constant connection and reliable transportation access — ensuring every student, regardless of their needs, has a safe, reliable, and dignified journey.

CONCLUSION

HopSkipDrive remains committed to setting the industry standard for safe, care-centered transportation. We will continue to invest in our network of certified CareDrivers, empowering them with flexible income and meaningful work, while advancing our mission of creating opportunity for all through mobility.

We're dedicated to continually improving innovation in safety, ensuring the safest possible experience for every ride.

Thank you for reading!