



Safety Report 2024



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A Welcome Letter From Our CEO and Co-Founder



A decade ago, three working mothers came together with a vision to transform student transportation. What began as a solution for busy families has evolved into something much bigger: a technology company dedicated to helping school districts tackle persistent and expanding transportation challenges. As the needs of students, families, and schools continue to evolve, we've grown alongside them, setting new standards for safety, access, and care along the way.

Safety sits at the heart of our mission to create opportunity for all through mobility, and I'm proud to share that we continue to maintain an exceptionally strong safety record, even as we expand our footprint. With 99.697% of rides completed without any safety incidents and more than 34 million safe miles driven this past year, our data demonstrates that our comprehensive, technology-led and data-driven approach to safety is not just effective, but sustainable at scale. These results reflect the impact of our more than 50 safety products, features, and initiatives that work in concert to create multiple layers of protection for every ride, every step of the way.

Throughout 2024, we continued strengthening our safety foundation, from launching Safe Ride InSight™ with real-time, AI-powered dash camera recording to enhancing our 15-point CareDriver

certification process with new video screening. These advancements, along with several other safety features detailed in this report, demonstrate our unwavering focus on raising the bar for student transportation safety.

Yet, we know that even a single safety incident is one too many. That's why we continue to invest in building world-class safety technology, expanding our team of dedicated safety professionals, and enhancing our support systems. We maintain constant dialogue with our district partners, families, and CareDrivers, ensuring their feedback directly shapes our product roadmap and safety initiatives. This collaborative approach has helped us develop solutions that address real-world needs while maintaining the highest safety standards in the industry.

Six years ago, we became the first organization in student transportation to publish comprehensive safety data on an annual basis, setting a new standard for transparency in our industry. We continue this practice because we believe transparency drives accountability and innovation — not just for HopSkipDrive, but for the entire industry. We hope others will join us in this practice, because everyone stands to benefit when safety standards are openly discussed and constantly elevated.

As we enter our second decade in operation, we are more committed than ever to raising the bar on safety. We're excited to introduce new products and features in the coming months that will further enhance our ability to provide the safest possible experience for our riders and CareDrivers. While we're proud of our progress, we see it not as a destination but as a foundation upon which to build even stronger practices for the future.

Thank you for your continued trust in HopSkipDrive. Together, we're not just setting new standards for safety in student transportation — we're proving that with the right focus, technology, and team, we can turn transportation from an obstacle into a pathway, ensuring all students have access to the opportunities they deserve.

Sincerely,

A handwritten signature in black ink, reading "Joanna McFarland". The signature is fluid and cursive, with a large initial "J" and "M".

Joanna McFarland
CEO and Co-Founder

A Letter From Our Senior Vice President of Safety



Dear HopSkipDrive community,

As I reflect on my first year leading safety at HopSkipDrive, I'm struck by how personal our mission is — not just for me as a mother, but for everyone involved in getting children safely to and from school and activities every day. While the challenges of student transportation continue to evolve, one thing remains constant: the foundational importance of safety in everything we do.

I joined HopSkipDrive because I saw a company that wasn't just talking about safety, but actively reimagining what safety means in modern student transportation. In an era where schools face mounting transportation challenges, from driver shortages to budget constraints, the easy path would be to simply maintain the status quo. Instead, HopSkipDrive continues to raise the bar, pioneering new technologies and approaches that are transforming what's possible in transportation safety.

The company's commitment to safety and transparency drew me in immediately. HopSkipDrive was the first — and remains the only — organization in student transportation to publish comprehensive safety data through an annual Safety Report. This transparency, combined with industry-first innovations like our Safe Ride Support™ team and Proactive Ride Intervention technology,

demonstrates how we're leveraging data and technology to create real-time, proactive safety solutions.

This past year, we've continued to build on this foundation, introducing new features that further enhance our ability to keep riders and CareDrivers safe. Our expanded system of real-time monitoring and communication, powered by artificial intelligence and advanced analytics, gives parents and caregivers unprecedented visibility into their children's rides. We've strengthened our CareDriver vetting processes, and introduced new tools that allow us to intervene proactively if our technology detects potential safety concerns — before a ride even begins.

Looking ahead, we're investing more than ever in the tools, technology, and talent needed to keep raising the bar. Thoughtful and considered application of artificial intelligence is at the forefront of our innovation roadmap — from enhancing our real-time risk detection capabilities to optimizing route safety through predictive analytics. But technology alone isn't enough; it's the combination of innovative tools with our dedicated team of safety professionals and CareDrivers that makes the difference.

I'm proud to be part of a company that puts safety first in both word and deed. Together with our community of CareDrivers, district partners, and families, we're not just maintaining safety standards — we're continuously reimagining them for the future of student transportation.

Sincerely,

Jen Brandenburger
Senior Vice President of Safety

Executive Summary

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 are proud to present our sixth 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 2024, we supported over 1,000 school districts, government agencies, and nonprofits across 14 states, facilitating over 1.7 million safe and reliable rides. 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 reflected in our strong safety record. **In 2024, 99.697% of rides were completed without a safety incident.** Our comprehensive reporting of safety incidents encompasses a broad range of incidents, including Community Guidelines violations like eating in vehicles or reports of vehicle cleanliness concerns, as this inclusive approach helps maintain the highest standards across all aspects of our service. For the 0.303% of rides that did have a reported safety incident, the most common occurrence was riders and CareDrivers being unable to connect within 15 minutes of their scheduled pickup time. In these cases, HopSkipDrive worked to identify other CareDrivers who could provide that ride for the rider as soon as possible. This demonstrates both the effectiveness of our multi-layered safety protocols as we scale and the dedication of CareDrivers, who are integral to the rider experience and care deeply for the children they serve.

We are proud to be setting a new standard for safety in student transportation. Our proprietary Safe Ride Support™ technology provides real-time visibility, ensuring that every ride is tracked and supported. We continue to invest in cutting-edge technology — including AI-powered risk detection and telematics — to proactively enhance safety and prevent incidents before they occur.

HopSkipDrive is committed to building a future where every ride is safe and reliable, and 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!

Year in Review



1.7M

SAFE RIDES COMPLETED

34M

SAFE MILES DRIVEN

99.697%

RIDES WITHOUT A SAFETY CONCERN

1,000+

SCHOOL DISTRICTS, GOVERNMENT AGENCIES, AND NONPROFITS SERVED

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 uses the HopSkipDrive platform to schedule rides and connect with CareDrivers. This includes parents/guardians, school districts, nonprofits, and government entities that need to arrange transportation for children, students, clients, seniors, and/or other riders for whom they are legally authorized to arrange rides.

Users

Refers to and includes CareDrivers, Ride Organizers, and riders who use the HopSkipDrive platform to arrange and/or provide services or who 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.

Riders

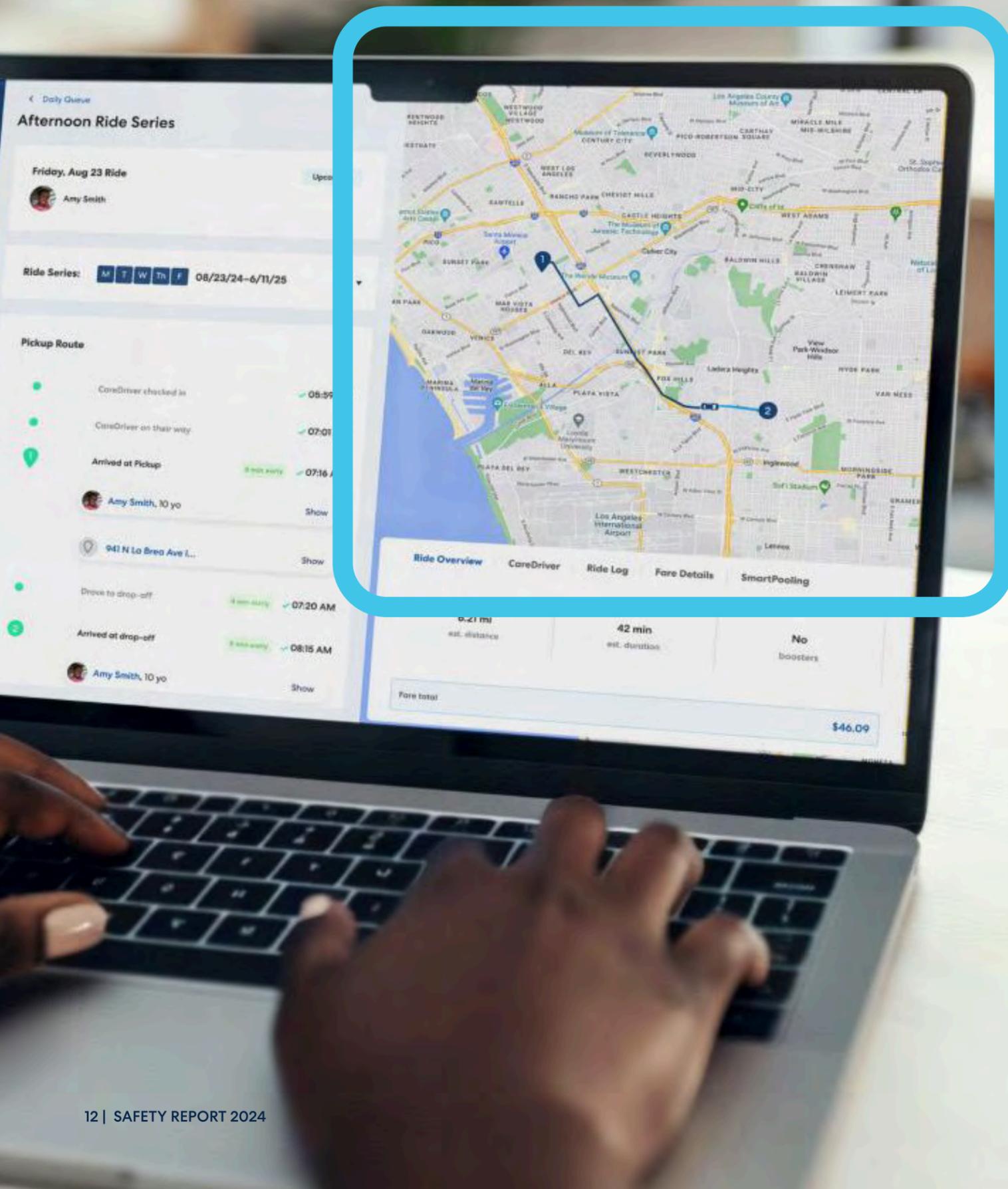
Individuals who are being transported by a CareDriver.

Rides

A trip in a vehicle with one CareDriver, from origin to destination, regardless of the number of riders inside the vehicle. HopSkipDrive does facilitate some 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”)

Technology platforms that enable drivers and ride-requesting passengers to connect with one another and arrange transportation. TNCs create, maintain, and operate these platforms, which individual drivers and riders can access online and/or through a smartphone application.



About HopSkipDrive

HopSkipDrive is a technology company that solves complex transportation challenges where there is a heightened need for safety, equity, and care. HopSkipDrive is modernizing the \$30 billion school transportation industry through two core solutions: a care-centered transportation marketplace and industry-leading routing software, 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 analyze their data and build customized plans to address critical challenges, including budget cuts, bus driver shortages, and bell time changes.

Since its founding in 2014 by three working mothers, HopSkipDrive has supported over 1,000 school districts, government agencies, and nonprofits, and has facilitated more than 5 million rides across 95 million miles.

95M+

SAFE MILES DRIVEN
BY CAREDRIVERS
SINCE 2014



5M+

SAFE RIDES SINCE 2014



1000+

SCHOOL DISTRICTS,
GOVERNMENT AGENCIES, AND
NONPROFITS HELPED TO DATE



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 dashboard provides Ride Organizers 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. Additionally, HopSkipDrive offers support for ride sponsorship programs for eligible nonprofits through HopSkipImpact.

STATES SERVED SINCE 2014





A DYNAMIC MARKETPLACE

The HopSkipDrive platform is adaptive to the number of individuals in need of safe, reliable rides, and the 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. In 2024, we reduced our ride confirmation time from eight to six hours, enabling ride organizers to book a ride for a student with just hours' notice. This improvement helps us better serve all students, especially those who might need last-minute transportation due to changing circumstances.

CareDrivers enjoy the flexibility of choosing their preferred rides, driving hours, and service areas, with upfront visibility into estimated fares. This empowers CareDrivers to optimize their schedules and eliminates the pressure of rushing between rides, ultimately enhancing the safety and reliability of our service.

MISSION AND CORE VALUES

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

We believe that access to reliable transportation can be a catalyst for success. By leveraging technology, operational excellence, and innovative solutions, we connect individuals with dedicated CareDrivers, bridging the gap between mobility needs and transportation solutions. Our platform empowers individuals to reach their full potential by ensuring they can get where they need to go.

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

We leave no stone unturned, we strive to think of every possibility, and we do all that we can to protect the children and CareDrivers at the heart of HopSkipDrive.



Feel It

Empathy is the essence of our business. We are courageous enough to feel the fears, the stress, the worry of others, and we show up to empower and help them so we can share in celebrating their joy, their laughter, and their successes.



Own It

We are trustworthy, authentic, and accountable. We don't just show up; we engage fully and wholeheartedly in all that we do to create opportunities for kids, families, schools, and CareDrivers. We are here for our team and our partners.



Make Tomorrow Better

We're curious, and we challenge the status quo to best support our communities and our business. We seek to be part of the solution rather than dwelling on problems. We move forward, think big, break down barriers, and innovate to make tomorrow better than today.



Drive

We feel an urgency to create opportunity for all, so we move fast and stay nimble while creating solutions and building for scale. We embrace flexibility and efficiency while acting boldly.



Empower Community

We empower the communities we serve by celebrating diversity and being an inclusive team. We embrace different perspectives and experiences because they make us stronger, smarter, and better.



Share Success

We empower our team to work together and experiment courageously and thoughtfully without fear of blame or shame. We learn and grow from these trials as a team. We share credit and celebrate success together. When we win, families, schools, kids, and CareDrivers win.

Safety at HopSkipDrive

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 BACKGROUND CHECKS AND CERTIFICATION

Before they can accept their first ride on the HopSkipDrive platform, all CareDrivers undergo a comprehensive 15-point certification process that aligns with both regulatory standards and industry safety protocols.

As part of this thorough certification process, CareDrivers now complete a video screening where they share their childcare experience and approach to working with children. These responses are carefully evaluated against specific safety and caregiving criteria to ensure only highly qualified individuals advance in the 15-point certification process.

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. Each CareDriver's motor vehicle record is reviewed, and ongoing monitoring is maintained for both criminal and driving histories.

All CareDrivers must have a minimum of five years of caregiving experience. Their vehicles must receive certification from a qualified mechanic, and CareDrivers need to have at least three years of driving history.



HOPSKIPDRIVE PLATFORM CRITERIA

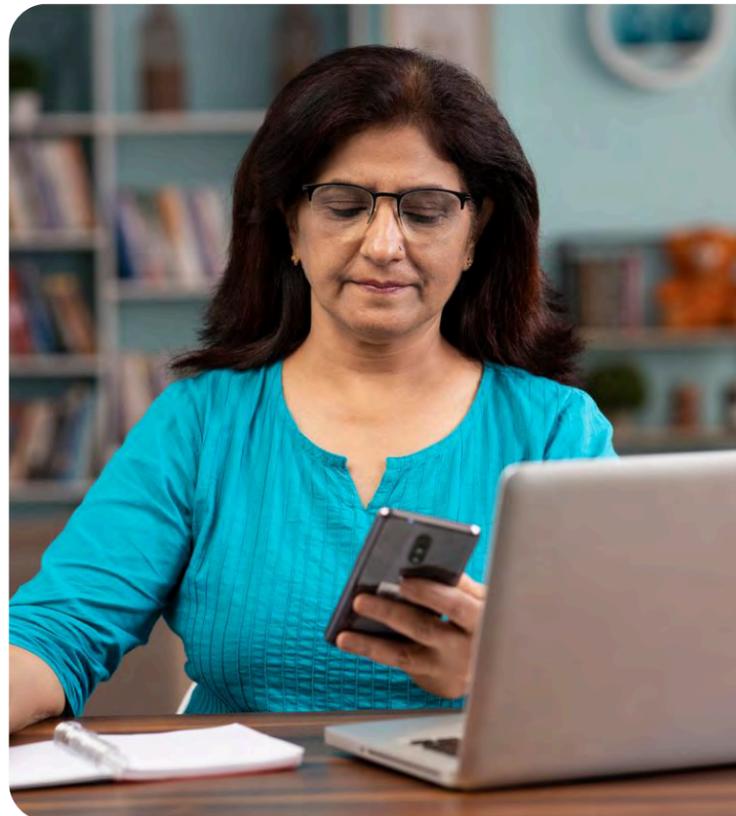
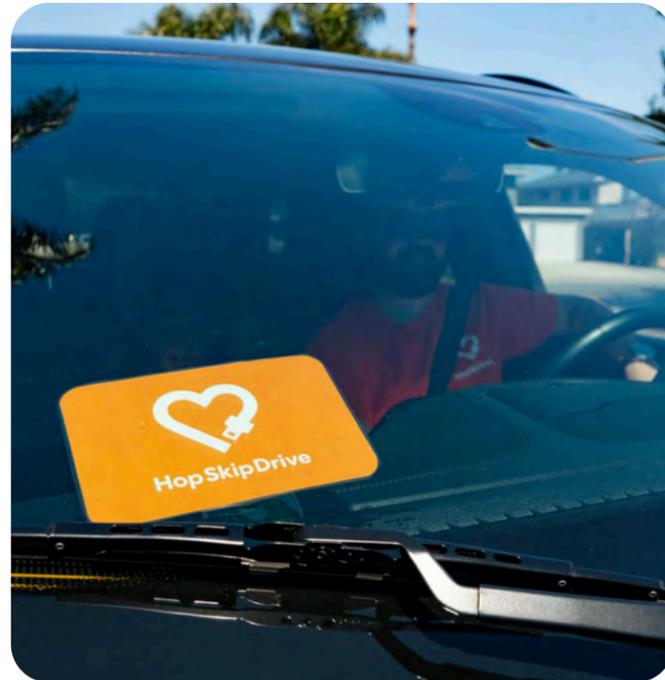


*Implemented for prospective drivers in 2021 where legally permitted. In some markets, this may be completed after activation on the platform for new and existing CareDrivers.

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 qualified 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 13 years (or less, where local regulations require) and promptly alerting CareDrivers of any relevant vehicle recalls.



ONBOARDING

During the onboarding process, CareDrivers have access to a number of safety resources. These resources cover important topics such as trauma-informed care, maintaining appropriate boundaries with riders, demonstrating sensitivity to individuals with special needs, and safe driving tips. CareDrivers can also access various safety-related resources specific to HopSkipDrive rides, including information on what to do in an emergency or if a rider requests a different drop-off location.

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, discourage unwanted communication between CareDrivers and riders outside of the ride, and emphasize the importance of 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 channels. 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 during the ride is extremely important! These guidelines are designed to promote a safer in-ride experience for everyone.



Be Smart

Common sense is the best approach to any situation. Whether you're a CareDriver or Rider, these guidelines are the essence of being smart.



Be Respectful

Kindness and consideration for one another go a long way! These guidelines help make everyone feel supported and welcome.

SAFETY AND SUPPORT WITH EVERY RIDE

HopSkipDrive's Safe Ride Technology is an integrated solution that provides complete transparency and oversight throughout every ride. This system grants 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 prioritized alerts to our Safe Ride Support™ team, a dedicated group of specialists available whenever rides are taking place on the platform. This team tracks the progress of every ride, and steps in to proactively resolve issues in real time by communicating directly with Ride Organizers, CareDrivers, and caregivers.

LEVERAGING TECHNOLOGY TO BOLSTER SAFETY

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 10 years ago. This technology forms the foundation of our platform experience, providing complete, real-time visibility at each stage of the ride, offering peace of mind to caregivers and districts throughout the country.

The HopSkipDrive app provides CareDrivers with detailed profile notes from the Ride Organizer, ensuring they are well-prepared to meet each rider's individual needs. These notes may include preferences for styles of music or conversation, specific drop-off instructions, details about routines or seating arrangements, and any other relevant information. In 2024, we strengthened user profiles by introducing Digital ID, allowing CareDrivers to more easily identify themselves to school staff upon arrival. This digital verification complements our existing safety protocols while streamlining the pickup and drop-off experience.

HopSkipDrive's proprietary Safe Ride Technology provides unparalleled end-to-end visibility into every ride. Developed and refined over the past decade, this technology works in tandem with other processes designed to provide real-time response and exceptional service to all users.

- Before a ride has even begun, HopSkipDrive takes proactive measures to ensure a smooth and reliable experience. By closely monitoring ride ETAs, we help ensure that children, parents, and districts can rely on timely arrivals.
- Our unique two-factor verification process at pickup adds another layer of security, verifying that the correct CareDriver picks up the intended rider.
- Rider Notes from the Ride Organizer enable CareDrivers to provide a consistent and personalized experience for each rider. Every rider is unique, and these notes allow CareDrivers to cater to individual preferences, whether it's a preferred seating location, music choice, or the need to be met at drop-off by an adult. This feature helps CareDrivers provide a positive and consistent experience on every HopSkipDrive ride.
- Our Safe Ride Technology offers unparalleled transparency, giving parents, caregivers, CareDrivers, and organizations peace of mind. School personnel also have access to the information they need through Daily Queue, which provides real-time ride data including arrival ETAs, status updates, vehicle details, and more. Once a ride begins, a sophisticated system of GPS monitoring and alerts notifies our support team of any unexpected events, such as a flat tire, an unexpected stop, a route deviation, or a ride exceeding the anticipated duration. This GPS monitoring system also enables real-time tracking and notifications for parents, caregivers, and Ride Organizers. When a CareDriver picks up a child, parents receive a notification and can track the ride's progress within the HopSkipDrive app. Similarly, school district routers have a comprehensive view of all riders in transit, knowing their exact location and estimated arrival times.
- Our multistep drop-off process, including the "Must Be Met" feature, helps ensure that every child is safely accounted for at the end of each ride.



- To further enhance safety, HopSkipDrive deploys mobile telematics technology to detect risky driving behaviors that may indicate impairment, such as speeding, hard braking, rapid acceleration, sharp turns, phone usage, and collisions. [Research](#) shows that certain telematics capabilities can detect predict behaviors associated with impaired driving with up to 98.83% accuracy, making it a valuable tool in safeguarding rider safety.

Parents and districts have complete, real-time visibility into every stage of a ride on the HopSkipDrive platform. This includes the ability to track their child's ride 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.

HopSkipDrive's ongoing partnership with an industry-leading third-party software provider offers CareDrivers valuable insights into their driving patterns during rides. This data provides a more comprehensive and objective assessment of driving behavior compared to a standard behind-the-wheel test. By sharing these insights with CareDrivers, we foster a culture of continuous improvement, further enhancing the overall safety of the HopSkipDrive platform.

DATA PRIVACY

Safeguarding the privacy of HopSkipDrive platform users is paramount. With the majority of riders being children under the age of 18, HopSkipDrive prioritizes data privacy through a multilayered approach, employing robust administrative, technical, and physical security controls to protect personal information.

HopSkipDrive users have restricted access to each other's information, receiving only essential details after a ride is confirmed. Ride Organizers gain access to the CareDriver's name, photo, and vehicle information only after a ride is claimed. Similarly, CareDrivers can view pickup and drop-off locations when claiming rides and receive rider information solely upon pickup. This information is then masked after the ride's completion, further protecting user privacy. In-app communication utilizes masked phone numbers to ensure anonymity.

We're proud to have achieved a SOC 2 Type 1 attestation report, demonstrating our commitment to upholding the highest standards of information security. We've implemented a comprehensive suite of administrative, technical, and physical safeguards designed to ensure all data is confidential, maintained with integrity, and available when needed. Our security program aligns with the NIST Cybersecurity Framework, providing a robust and recognized foundation for our ongoing efforts.

We are dedicated to continuously maturing our practices to not only meet but exceed industry best practices, ensuring all data remains safe and secure.



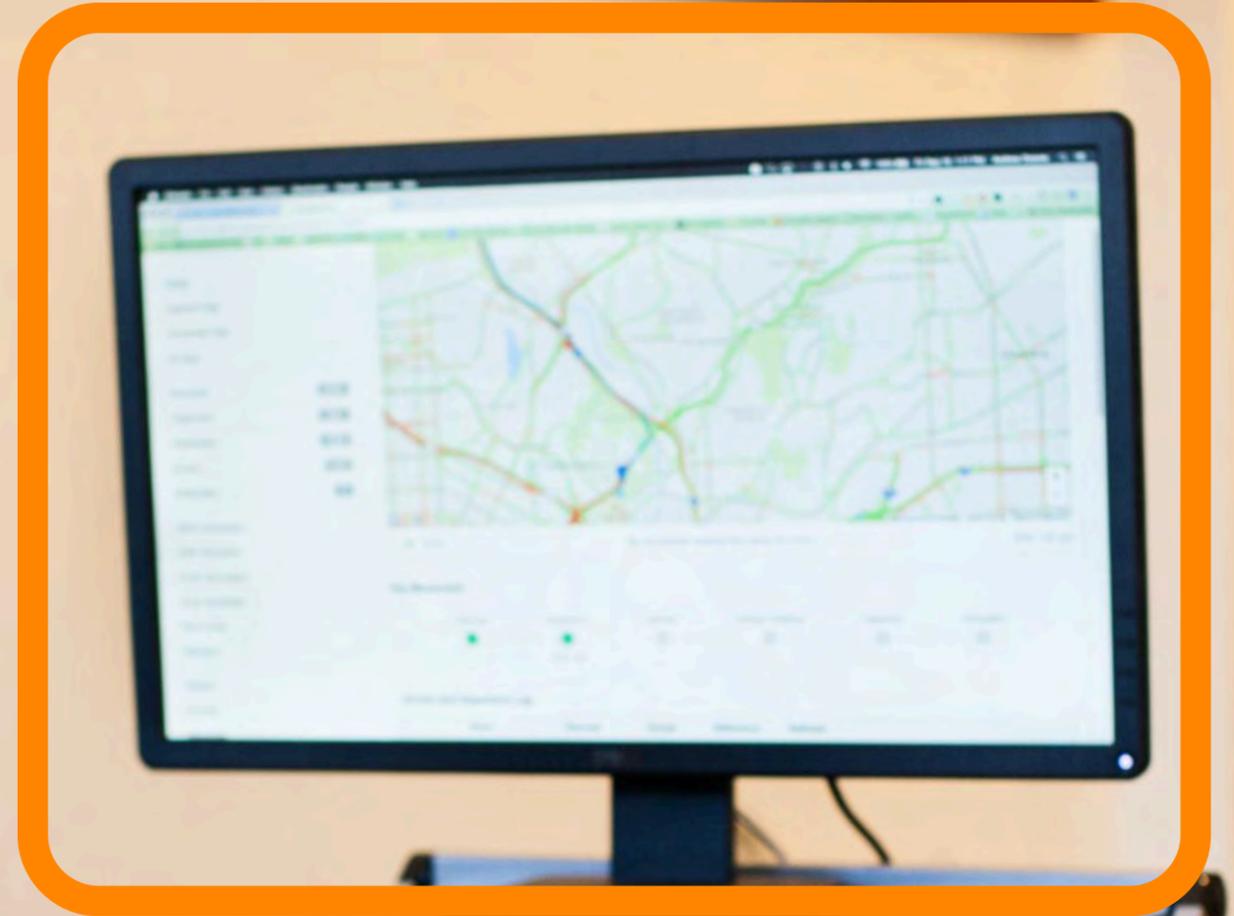
CAREDRIVER SAFETY

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.

A survey of a sampling of CareDrivers asked them to rate how safe they felt while driving on the HopSkipDrive platform. On average, participants rated safety on the platform as a 9 out of 10 compared to other rideshare platforms.

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 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 assault¹

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 the CareDriver is on the way to the pickup 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 going to urgent care to get "checked out")
- **Minor collisions**
All other traffic collisions

Ride Incidents

Any incident on the HopSkipDrive platform where either a rider or CareDriver deviates from the Community Guidelines, Zero Tolerance Policies, or Terms of Use.

- **Safety-related incidents**
Any deviation from HopSkipDrive Community Guidelines or Zero Tolerance Policies that have the potential to compromise rider or CareDriver safety, including issues such as ride deviations without pre-approval from the Ride Organizer.

¹ • Non-Consensual Sexual Penetration
• Attempted Non-Consensual Sexual Penetration
• Non-Consensual Kissing of a Sexual Body Part
• Attempted Non-Consensual Kissing of a Sexual Body Part
• Non-Consensual Touching of a Sexual Body Part

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

SAFETY AT HOPSKIPDRIVE (2024)

1.7M+
SAFE RIDES DELIVERED

99.697%
RIDES ENDED WITHOUT A SAFETY INCIDENT

0.0000%
RIDES EXPERIENCED A CRITICAL SAFETY INCIDENT

0.019%
RIDES EXPERIENCED A TRAFFIC COLLISION

0.004%
RIDES WITH A COLLISION CONSIDERED "MAJOR"



SAFETY DATA

This Safety Report examines data collected throughout 2024, during which nearly 34 million safe miles were driven across the platform. Consistent with previous years, an overwhelming majority of rides scheduled through the HopSkipDrive platform — 99.697% — 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 tips 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	2024
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%
Attempted Kissing of a Sexual Body Part	0.000%
Non-Consensual Touching of a Sexual Body Part	0.000%
Attempted Touching of a Sexual Body Part	0.000%
Non-Consensual Kissing of a Non-Sexual Body Part	0.000%
Attempted Kissing of a Non-Sexual Body Part	0.000%
Non-Consensual Touching of a Non-Sexual Body Part	0.000%
Attempted Touching 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.

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	2024
Total Collisions	0.019%
Major Collisions	0.004%
Minor Collisions	0.015%

In 2024, only 0.019% 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 four years. Of the rides that did experience a collision event, only 0.004% 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.

Although collisions on the platform are extremely rare, our Safe Ride Technology combines telematics-based collision detection, real-time ride monitoring, strict protocols and processes, as well as expertly trained staff to assist if a collision does occur.

SAFETY SCORES AND CAREDRIVER TRENDS

This month, HopSkipDrive launched CareDrivers Trends, a dynamic new in-app feature that improves upon the prior weekly Success Cards CareDrivers received. This improved system provides CareDrivers with clear and comprehensive insights about their driving behavior, including metrics for cancellations, on-time arrivals, missed check-ins, telematic scores, and more. The feature consolidates these performance indicators into an easy-to-understand trends rating, helping CareDrivers optimize their safety and get actionable insights into their driving behavior.

Working with an industry-leading telematics partner and insurance provider, we continue to analyze driving behavior data to improve overall platform safety. In 2024, the average Safety Score for CareDrivers increased to 94, maintaining our position four points above the average score among non-CareDrivers and demonstrating that CareDrivers consistently rank among the safest drivers on the road.

Leading With Transparency

As part of our commitment to comprehensive safety reporting and continuous improvement, we have expanded our Critical Safety Incident classification criteria this year. In previous Safety Reports, we defined Critical Safety Incidents as those involving any behavior on our platform that resulted in an arrest or conviction of a rider, CareDriver, or third-party individual. While we previously relied on the outcomes of law enforcement investigations, our updated methodology now encompasses all reported Critical Safety Incidents, regardless of an arrest outcome. This refinement in reporting criteria reflects our commitment to transparency by considering all reports received, whether or not such reports result in an arrest, enabling us to proactively identify and address potential safety concerns. We believe this more inclusive approach better serves our stakeholders and reinforces our unwavering focus on safety.

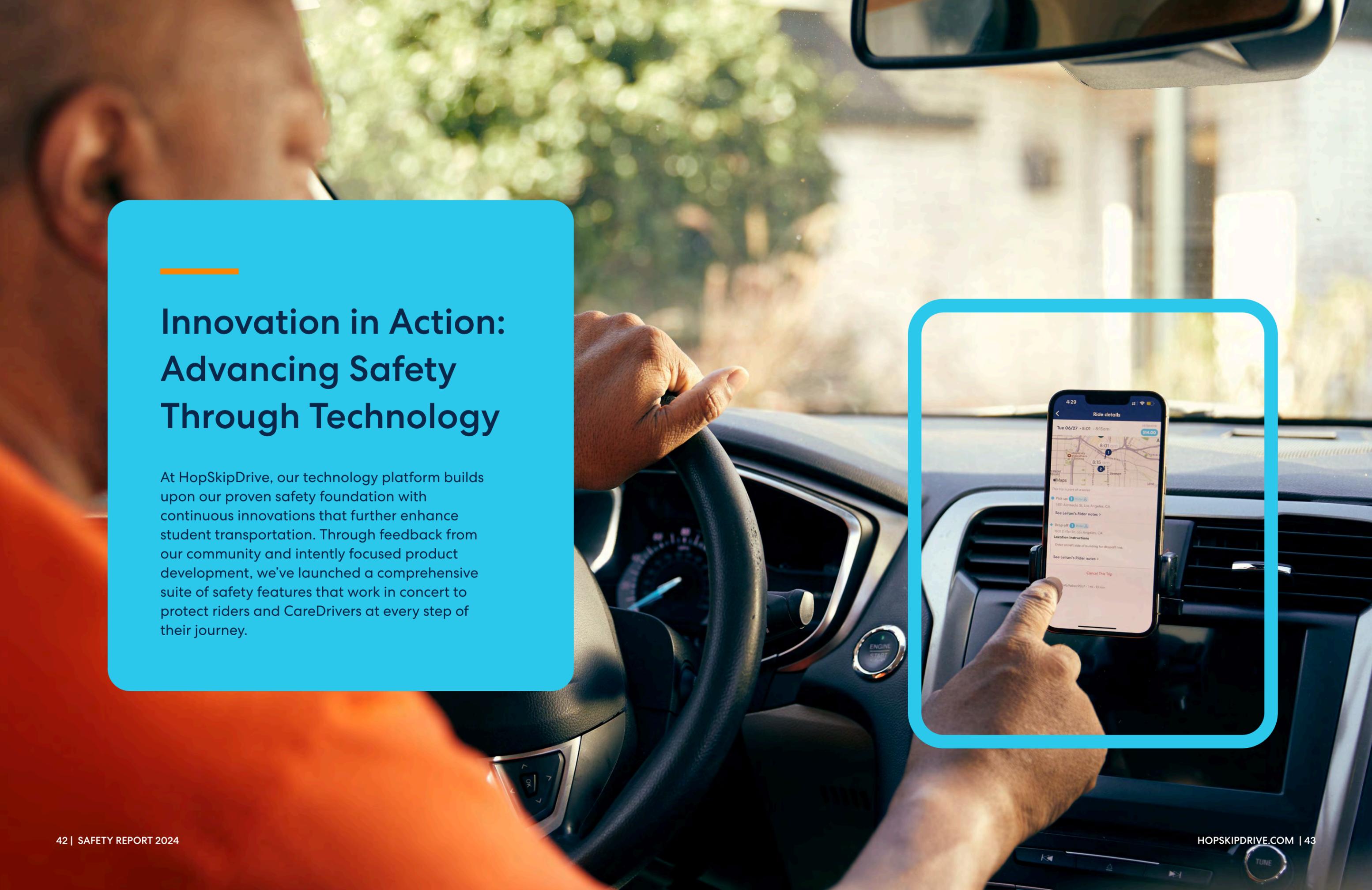
This commitment to transparency extends to how we track and report safety metrics across our platform. Critical Safety Incidents are reported using precise measurements to three decimal places, with current rates maintaining well below measurable levels at this scale (0.000%) relative to our total operational scope. To be clear: this represents an extremely low but not zero rate of occurrence. We continue to track every incident while working diligently to reduce these rare events ever further.

HopSkipDrive takes an expansive approach to safety reporting, including a broader range of incidents in our overall incident rate than is typical for the ridesharing industry. We continue to include violations of our Community Guidelines — such as eating and drinking during rides or reports of messy vehicles — in our tracking of overall reporting of rides involved in a safety incident of any kind, reflecting our commitment to maintaining the highest standards for every aspect of the ride experience for the diverse needs of the riders we serve.

Last year, 99.697% of HopSkipDrive rides were completed without a safety incident. This demonstrates both our strong safety record and our commitment to transparent reporting as we continue to set rigorous standards for safety and accountability.

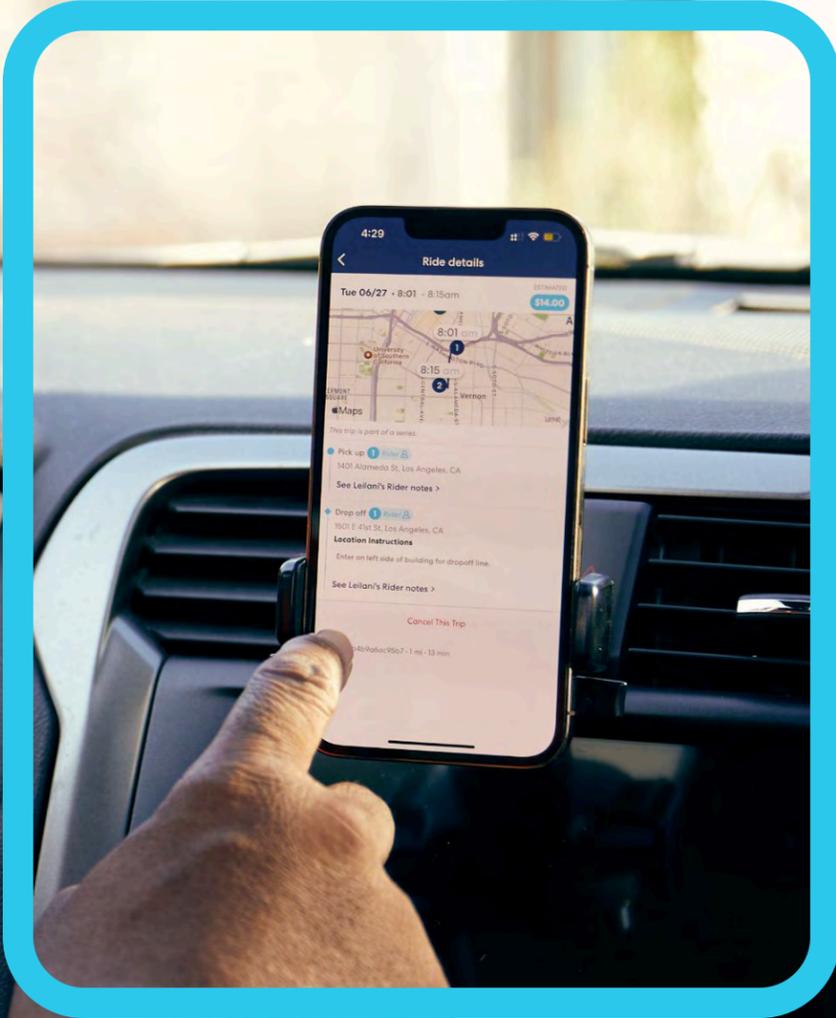
The importance of comprehensive student transportation options becomes clear when considering parent experiences. While traditional school buses remain a crucial component of student transportation, surveys indicate the importance of complementary choices. When surveyed about traditional school bus transportation, more than 40% of parents surveyed reported both bullying incidents (42.59%) and physical altercations (40.48%)¹. These findings underscore the value of a comprehensive approach and a shared prioritization of transparency. Some children may benefit from a smaller vehicle — but all students, families, and schools benefit from safety data being shared openly and relentless innovation to create the safest ride.

¹Based on HopSkipDrive's independent survey of 462 parents, June 2024. Respondents were asked: “Which, if any, of the following things have your children experienced while riding the school bus?”



Innovation in Action: Advancing Safety Through Technology

At HopSkipDrive, our technology platform builds upon our proven safety foundation with continuous innovations that further enhance student transportation. Through feedback from our community and intently focused product development, we've launched a comprehensive suite of safety features that work in concert to protect riders and CareDrivers at every step of their journey.



KEY SAFETY INNOVATIONS FROM 2024 AND LOOKING AHEAD

In 2024, we continued to strengthen our safety technology ecosystem with several important advances:

Our **Safe Ride InSight™** program, which provides AI-powered recording technology, first piloted in Colorado and Arizona. This system enables CareDrivers with dashcams and combines dual-camera technology equipped with audio recording — featuring both forward-facing and interior cameras — with advanced telematics to provide comprehensive ride monitoring. Privacy remains central to the system's design, with strict data protection measures and controlled access protocols in place to protect both riders and CareDrivers. We look forward to scaling this technology to additional markets in the months ahead.

To better serve our diverse community of riders, we introduced **wheelchair-accessible vehicle (WAV) support** in the Bay Area, Colorado Springs, Denver, Los Angeles, Orange County, Northern Virginia, Sacramento, San Diego, Seattle, and Spokane, and will continue to expand WAV rides throughout the 2025–2026 academic year. This carefully designed program maintains our rigorous safety standards while growing our ability to serve students with additional transportation needs. The program includes specialized training and verification processes to ensure consistent safety standards across all ride types and enable us to better serve our district partners.



Wheelchair-accessible rides are integrated into the HopSkipDrive marketplace through a unique model that combines our signature safety approach and regulatory expertise with the specialized skills of local transportation experts known as CarePartners. These experienced drivers have a proven history of providing safe and reliable transportation to students with disabilities. HopSkipDrive goes beyond simply relying on local partners to affirm compliance. We require CarePartner drivers to complete our comprehensive 15-point certification process, which includes passing name-based and fingerprint background checks, clearing child abuse and neglect screenings where available by law, enrolling in continuous criminal monitoring, completing vehicle inspections, and registering for HopSkipDrive onboarding courses covering policies, trauma-informed care, and more.

Looking beyond just credentials, we updated our 15-point certification process through our improved **CareDriver video screening**. Through this revamped certification step, potential CareDrivers share their stories, demonstrate their caregiving experience, and show us firsthand why they're passionate about working with children. Each new CareDriver records thoughtful responses to questions that help us understand their approach to childcare and safety — and our dedicated CareDriver onboarding team carefully reviews each video to ensure we're welcoming those who not only meet our rigorous standards, but also bring the warmth, patience, and caring nature that makes every ride a positive experience.

A significant advancement in our **Safety Alerts** came with the transition of live ride monitoring to a dedicated team of our most tenured and highest-performing team members. This experienced group oversees our improved alert management system, which better identifies and prioritizes potential safety incidents. Through standardized handling processes and enhanced internal tools, we've further strengthened our ability to consistently and swiftly respond to safety alerts across our platform.

For CareDrivers, we developed **CareDriver Trends**, an improved in-app analytics tool that provides valuable insights into driving metrics. Replacing Weekly Success Cards, this data-driven feature helps CareDrivers monitor and improve their safety performance through actionable insights and performance tracking. CareDrivers Trends was successfully piloted in San Diego, the Bay Area, and Dallas, and is now available for all CareDrivers.

We also strengthened our real-time communication system with **expanded caregiver notifications** through our proprietary Safe Ride Support™ technology. This system automatically detects and helps communicate important ride events, including vehicle stops, route deviations, and collisions. For specific scenarios — such as a vehicle stopping en route due to traffic or pickup lines — our Safe Ride Support team notifies parents or caregivers and provides a post-ride SMS update. This communication serves as a check-in to ensure a smooth ride and offers easy access to HopSkipDrive support if necessary.

In 2024, we launched **Daily Queue**, a feature within the RidelQ ride management platform built specifically to streamline school staff workflows and improve the efficiency of car lines. With Daily Queue, on-site staff gain access to real-time ride data, including CareDriver matching, vehicle details, arrival ETAs, and status updates. This heightened visibility allows for efficient management of drop-off and pickup areas, ensuring smooth transitions for students.

We also introduced a feature enabling **direct and secure contact between school transportation teams and CareDrivers** during rides. This feature allows RidelQ users to directly call CareDrivers to address questions, resolve issues, and provide immediate support in situations like location confusion or traffic delays. To protect privacy, phone numbers are masked, and access is limited to the duration of the ride.

To better support on-site operations at schools, we launched an **in-app Digital ID for CareDrivers**. This feature allows CareDrivers to seamlessly identify themselves to school staff upon arrival, streamlining the verification process and facilitating smoother pickups and drop-offs. The Digital ID includes the CareDriver's name, photo, and vehicle information, complementing existing safety protocols and privacy standards.

Together, these enhancements represent HopSkipDrive's commitment to providing a safe, reliable, and efficient transportation solution for schools and families.



Looking ahead, we're excited to share several new safety initiatives planned for 2025, including: Enhanced **Must Be Met** requirements to provide more structured communication between Ride Organizers and CareDrivers; an improved **Emergency Assistance System** to strengthen our safety alert capabilities; relaunching our **Safety Advisory Council**, bringing together experts in road, interpersonal, and youth safety; introducing **customized trauma-informed training** for customer-facing teams; and more.

We look forward to continuing our focused product development, safety enhancements, and strategic partnerships in the months ahead, further raising the bar for student transportation safety and bringing greater peace of mind to families across the country.

Building The Industry's Most Experienced Team

As we continue to raise the bar on safety through technology and innovation, we are proud to say that behind every advancement is a dedicated team of safety professionals. This year, we've made significant investments in building what we believe is the industry's most experienced safety team, bringing together leaders and experts from across technology, education, and transportation sectors.

Leading this effort is Jen Brandenburger, who joined HopSkipDrive as Senior Vice President of Safety in the summer of 2024. Under her leadership, we've expanded our safety organization with key hires including a Director of Safety Programs, a Director of Ride Experience, and a Lead Product Manager for Safety & Ride Experience. These leaders bring extensive experience from some of the most successful technology companies of the past decade, where they've led trust and safety initiatives at scale.

Our commitment to safety is reflected not just in our leadership, but in the depth of our team. Today, we have over a dozen dedicated professionals on our Trust & Safety team working alongside nearly 70 Safe Ride Support™ team members across the country, ensuring that at any moment a ride is active on our platform, so is a trained Safe Ride Support specialist, working actively to put safety at the forefront. This compassionate, deeply committed group brings together professionals from education, transportation technology, crisis management, and customer care backgrounds, all aligned in their dedication to making every ride as safe as possible.

The Safe Ride Support team exemplifies this commitment in action. These specialists don't just track each ride in real time through our proprietary Safe Ride Technology — they approach every interaction with deep care and attention, building meaningful relationships with our community of CareDrivers, Ride Organizers, and caregivers. They understand that safety is as much about people and care as it is about technology.

As we look ahead, we remain committed to growing and developing our safety team, continuously improving our processes, and maintaining our position as the industry leader in youth transportation safety. This investment in talent and expertise reflects our unwavering focus on providing the safest possible transportation for the communities we serve.



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One of the things I'm most proud of is our commitment to trauma-informed care. In a previous role, I helped develop comprehensive training programs for the company's customer-facing agents, equipping them with the skills needed to provide trauma-informed support during challenging situations. This not only enhanced our ability to assist customers in crisis but also created a culture of empathetic response. I'm excited to bring these learnings to HopSkipDrive to help bring an even higher level of care to student transportation.

Ellyn E., Director, Safety Programs

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I spent eight years dedicated to the mental health and social services field specializing in mental health crisis response. I understand the severity and impact that a lack of opportunities for things such as school and social activities can have on any individual who may not have access to resources such as transportation.

David D., Trust & Safety Manager



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Throughout my career, I've been driven by a singular mission: transforming digital and physical spaces into havens of trust. While working in the transportation technology sector in a prior role, I'm especially proud of a groundbreaking feature that enables women and nonbinary riders and drivers to match more frequently. This initiative wasn't just about building a feature — it was about fundamentally reimagining how we could make transportation more inclusive and secure for everyone.

Naomi Y., Lead Product Manager, Safety & Ride Experience

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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!