



HopSkipDrive

Newport Mesa Unified School District

Non School Bus Home To School Transportation Services

Bid No. 103-24

September 14, 2023

Key Point of Contact

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September 14, 2023

**Newport Mesa Unified School District
The Education Center
Attn: Jonathan Geiszler
2985 Bear St., Bldg. A
Costa Mesa, CA 92626**



Dear Jonathan:

HopSkipDrive appreciates the opportunity to submit our proposal to Newport Mesa Unified School District. With more than 40 million miles safely driven across twelve states (with many more to come!) and partnerships with over 400 school district and county agencies, HopSkipDrive has established itself as a leading mobility solution for students with disabilities, youth in the foster care system, and youth experiencing homelessness.

We're raising the bar for safe school transportation solutions, combining our industry-leading technology with a dynamic CareDriver supply and unparalleled dedication to safety and service. HopSkipDrive on a mission to create opportunity for all through mobility. We understand that transportation can be the difference between success and struggle, which is why we use technology, operational expertise, and industry-leading safety features to build a safe, dependable way to get every kid where they need to go.

Our proactive, relentless, and innovative approach to safety has yielded results that far surpass industry standards. Based on our most recent Safety Reports, which examined data over 16 million safe miles driven by CareDrivers:

1. 99.72% of rides were completed without any type of safety-related issue.
 - o 100% of rides were completed without a critical safety incident of any kind, continuing our perfect record: there has never been a critical safety incident in the 8+ years HopSkipDrive has been in business
2. HopSkipDrive's collision rate per mile was 140x lower than the national average.
3. CareDrivers were found to be 75.9% safer than all global drivers.

Along with our submission, you will also find documents highlighting HopSkipDrive's background, qualifications, differentiators, and value proposition. We look forward to continuing our partnership with Newport Mesa Unified School District.

Sincerely,

Brian Klarfeld

**Brian Klarfeld
Regional Sales Director**

HopSkipDrive History, Mission & Key Distinctions

HopSkipDrive History

HopSkipDrive was founded in 2014 in Los Angeles by three experienced professionals who are also working mothers. As a female-founded and female-led company with a staff of experienced education professionals, we understand the stress of getting kids where they need to go and the importance of creating opportunity for all through mobility.



With over 30 million miles safely driven across twelve states (with many more to come), HopSkipDrive is the number one innovative and scalable school transportation solutions for students with special needs, youth in foster care, youth experiencing homelessness, and any Rider in need of a little extra care. We've arranged more than two million safe rides for children and youth through partnerships with more than 400 school districts. In doing so, we have saved schools millions of dollars while ensuring a safe transportation solution for students who need it the most.

About HopSkipDrive

HopSkipDrive makes it easy for schools to arrange alternative transportation customized to each student's unique schedule and needs. Our innovative, safety-driven solution complements routine school transportation, meeting specialized needs and solving for school bus driver shortages. Schools, districts, counties, and organizations partner with us to arrange individualized and small group transportation for students with IEPs, special education students, school choice placements, youth in foster care, youth experiencing homelessness, and anyone who needs a little extra care.

HopSkipDrive Mission

HopSkipDrive is on a mission to create opportunity for all through mobility. We understand that transportation can be the difference between success and struggle, which is why we're using technology, operational expertise, and new thinking to help kids reach their full potential by providing a safe, dependable way to get them where they need to go.

Key Distinctions

HopSkipDrive is raising the bar for student transportation. We partner with your organization to provide innovative, technology-driven transportation solutions that are adaptable, reliable, safe and efficient. Key features that set us apart from other alternative student transportation solution include:

1. All HopSkipDrive CareDrivers have at least **five years of prior caregiving experience**. No other solution in the industry offers the same.

2. HopSkipDrive's **powerful RideIQ technology** makes scheduling and managing rides easy and efficient, and enables communication and real-time ride tracking for your staff and families.
3. Our **Safe Ride Support System** provides end-to-end ride visibility in real-time to all parties associated with a ride. Our Safe Ride Support team monitors each ride, proactively solving any potential issues. School transportation teams and caregivers can also track rides in real-time, ensuring unparalleled transparency every step of the way.
4. Our **innovative TNC model** offers unmatched reliability, scalability, flexibility, cost-efficiency, and transparency. We can book rides with eight hours notice, and driver supply scales with your transportation needs.
5. We go **above and beyond when it comes to safety**. The results speak for themselves and we publish our safety results annually.

Partnering with HopSkipDrive

Our solution complements routine school transportation, meeting specialized needs and solving for bus driver shortages, while optimizing resources and minimizing costs. HopSkipDrive works with your organization to provide innovative, technology-driven transportation solutions that are adaptable, reliable, safe and efficient. Rides can be booked on an as-needed basis, our extensive network of CareDrivers dynamically scales with your needs to ensure all your rides are covered, and the cost-savings of our pay-for-what-you-use model saves customers millions of dollars.

Scalability

HopSkipDrive introduces a dynamic driver supply, which can be flexed up or down depending on a district's changing needs. We will always find a ride to fit your needs, with no extra lift on your end as demand spikes. In contrast to companies with a set number of employees or subcontractors can't easily scale to meet changes in ride volume, our adaptable TNC model provides true reliability, ensuring no child is left behind

Cost-Efficiency

HopSkipDrive's flexible TNC model means our partners only pay for the rides they book - and there's no charge for rides canceled eight hours in advance. You'll never pay for hours in which a vehicle sits empty, or storage or maintenance costs on a vehicle.

A Turnkey Solution

Our powerful blend of purpose-driven technology, network of drivers and winning strategy for safe rides allows clients to fully experience a turnkey solution. Unlike other alternative transportation solutions, which often require at least 48 hours' advanced scheduling, HopSkipDrive rides can be scheduled in as few as 8 hours. This short scheduling window is a

critical feature for students experiencing homelessness, in particular, whose transportation needs can change quickly. HopSkipDrive's 8-hour scheduling window helps to ensure zero interruption to school access for these students. We also deliver 1:1 onboarding to our clients which allows for maximum utilization and understanding of HopSkipDrive.

Less Lift for You

We take the recruiting, qualifying and maintenance of drivers and their vehicles off of you. Extending beyond sourcing of the drivers, CareDrivers are also monitored in continuous monitoring for background checks and we are alerted of any criminal changes to their background checks while the CareDriver drives with us. All documents are also reviewed and managed by the HopSkipDrive team and we work with the CareDrivers to ensure everything is up to date. Our focus on managing the CareDriver relationships takes the lift off of you so you can focus on your other responsibilities and transportation providers.

More Flexibility

Customers can schedule rides for any time they want. It may not be efficient for a school bus to take one child to an IEP appointment in the middle of the day, but ride organizers can book a direct ride using the HopSkipDrive application.

Intuitive, Innovative Technology

Our proprietary technology enables student transportation staff to schedule, edit and cancel rides within minutes. Additionally, HopSkipDrive's Safe Ride support system provides end-to-end ride support and visibility in real-time for all parties involved in a ride, and proactively addresses any issues that may arise during a ride, such as helping a CareDriver find the right meeting spot. Many traditional alternative transportation solutions don't offer an application in which you can book, schedule and edit rides yourself; an 8-hour scheduling window; and the ability to watch rides as a school or parent as they're in progress and communicate easily with drivers.

Safety with HopSkipDrive

HopSkipDrive sets the bar above and beyond for safe youth transportation solutions. Safety means so much more than checking a box for compliance. It's a full-scale, holistic approach to safety designed from the ground up. Since the day we started, we asked ourselves, "What would it take for me to put my child in a HopSkipDrive?" Our safety philosophy can be summed up in three pillars: **proactive, innovative, relentless.**

Proactive

We know that the best defense is a good offense. That's why our safety features and processes are proactive, not a reaction to issues that come up.

15-Point CareDriver Certification Process

HopSkipDrive CareDrivers are independent contractors who use their own vehicles and are known as CareDrivers because they demonstrate values of honesty, respect, and responsibility when they care for the individuals riding in their vehicles.

In order to drive with HopSkipDrive, an individual must have the following minimum qualifications:

1. **Experience:** Have at least five years of caregiving experience.
2. **Criminal Record Check:** Pass a comprehensive search of county, state, and national records, including the global watchlist and sex offender registries.
3. **Fingerprinted:** Pass a fingerprint-based background check.
4. **Child Abuse and Neglect Scan:** Receive state-level clearance from the Department of Human Services database.
5. **Valid Driver's License:** Submit proof of valid driver's license.
6. **Driving Experience:** Have a minimum of 3 years of driving experience.
7. **Good Driving Record:** Pass an initial motor vehicle history search as well as ongoing monitoring for new driving infractions.
8. **Age 23 or Older**
9. **Own or Lease a Vehicle Not More Than 10 Years Old,** seating 4 to 7 Passengers
10. **Submit Proof of Registration**
11. **Submit Proof of Insurance** consistent with State Law
12. **Pass an Annual Vehicle Inspection** by a Certified Mechanic
13. **Complete a Live Orientation** with a Member of the HopSkipDrive Team
14. **Adopts the HopSkipDrive Community Guidelines**
15. **Adopts Zero Tolerance Policies** for the use of drugs or alcohol while driving, nondiscrimination, no-touching, and no-cell phone usage.

CareDriver Checks & DMV Records

CareDrivers enroll in continuous monitoring so that HopSkipDrive is alerted of any changes to criminal records after joining the platform. CareDriver background screening includes checks through Trustline Registry (via Livescan) and a cross check of fingerprints through the Child Abuse Central Index (CACI). All of HopSkipDrive's CareDrivers are members of the Trustline Registry and are trained to implement HopSkipDrive's safety protocol.

TrustLine is an invaluable resource. It's the only authorized screening program of in-home caregivers in the state with access to fingerprint records at the California Department of Justice and the FBI. That's what makes TrustLine unique. For all these reasons, TrustLine is endorsed by the California Academy of Pediatrics. The California Department of Social Services and the nonprofit California Child Care Resource and Referral Network administer the program.

Onboarding & Safety Programs

All HopSkipDrive CareDrivers on our platform receive rigorous coaching that covers trauma-informed care, sensitivity to individuals with special needs, addressing safety concerns, emergencies, what to do if a Rider requests a different drop off location, and the like. Coaching Programs Include:

- Pick up/drop off protocols and procedures
- Prohibition of smoking, alcohol and drugs
- Responding to persons with limited mobility and/or special needs
- Use of family-friendly radio only
- No eating or drinking while driving
- Double parking
- Procedures for accepting ride assignments in the HopSkipDrive app
- Communicating with the HopSkipDrive Safe Ride Support team, parents, and agencies via phone and text to address last-minute changes, trouble locating a Rider, emergencies and other issues
- Rider departure confirmation procedures
- Our extensive Safety Program, outlined below

Having been co-founded by three mothers, HopSkipDrive's foremost concern is the safety of the Riders we serve. This is why HopSkipDrive CareDrivers on the platform go through protocol reviews, and issues are addressed in real time, on an ongoing basis. Our Safety Program Training covers subjects including:

- Safe driving practices
- Privacy of Riders (including no contact or photo/video)
- Distractions (e.g. phone usage during rides, including no texting or talking)
- Use of seatbelts
- Two-way verification with Rider's birthdate and codeword swapped
- Emergency procedures
- Providing Emotional & Social Support for Riders
- Information on being a Mandated Reporter

CareDrivers enroll in ongoing monitoring of motor vehicle and criminal records and must maintain clean records while driving with HopSkipDrive. HopSkipDrive is alerted of any changes to records as quickly as that information is released by the state.

Surpassing Regulatory Requirements

HopSkipDrive's approach to safety is driven by data and industry best practices. We frequently surpass regulatory requirements with additional safety features like:

- **Broad Commercial Insurance:** HopSkipDrive exceeds the commercial insurance requirements set by regulations, securing comprehensive primary auto insurance, general liability, cyber insurance, sexual abuse and misconduct, and errors & omissions insurance.

- **Multi-Factor Authentication:** Each Rider selects a secret codeword, which is provided to the CareDriver through the application before pickup. Once the CareDriver arrives at the pickup location, the CareDriver confirms both the Rider's secret codeword and the Rider's date of birth to ensure proper identification.

Innovative

HopSkipDrive's TNC model is an innovative new approach to the safe youth transportation space. We're not only an innovative business model, however; we innovate when it comes to safety, creating technology and processes far ahead of industry peers.

RideIQ

Our technology is one of the cornerstones of what makes HopSkipDrive so successful in providing reliable and safe transportation solutions for students. School partners have access to a web-based application that makes scheduling easy and convenient. Through the web application, ride organizers can:

- Add Riders, along with notes pertinent to that Rider (e.g. "Olivia is sensitive to loud noises. Please refrain from playing any music or radio during the ride.")
- Schedule/Change/Cancel Rides at the click of a button
- Update Rider's schedule, locations and add their caregivers
- See the CareDriver matched to a ride, along with photo and bio
- Access the CareDriver's masked phone for the duration of the ride
- View details of all completed rides, including distance traveled and cost
- Deactivate Riders and remove all their rides in two clicks
- Bulk-cancel rides in seconds for last-minute school closures
- Have a holistic view of all ride activity through our in-app dashboard
- Tag rides for easier invoicing and ride management
- Full location management with customizable location-level calendars, and specific pickup and drop-off instructions.
- Create return trip rides in a few clicks

You'll Always Be In the Know

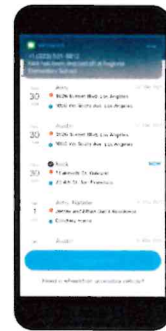
The HopSkipDrive platform provides transparency through live GPS and telematics tracking so school staff and caregivers can see exactly where their Riders are at all times. Every HopSkipDrive ride is tracked in real-time, both via the app and by our Safe Ride Support team. Our industry-leading GPS technology enables the HopSkipDrive team to immediately pinpoint any abnormalities during a ride's progression, and to step in to provide assistance if the need arises. With a dedicated Safe Ride Support Specialist assigned to each and every ride, our in-house SRS team works proactively to ensure that every ride is a safe success.

For schools and caregivers, this allows them to see exactly where their Riders are at all times. During every ride, caregivers associated with a Rider's account receive SMS/text messages when a Rider is picked up and dropped off. Caregivers can also log in to the HopSkipDrive app to see where their Rider is along the route, instead of having to reach out

and get connected to school transportation staff. School transportation and other staff members responsible for coordinating and/or managing rides can track a ride-in-progress in RideIQ or with the HopSkipDrive app. School staff can follow along on a map to see driver and vehicle location along with estimated arrival and departure windows, updated live every step of the way.

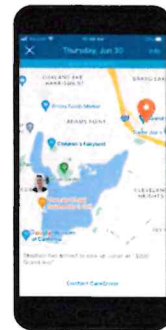
Caregiver Communications

Every Rider account is required to include contact information for the student's primary caregiver, such as a parent or legal guardian, and ride organizers may add up to five contacts for each Rider. Once their phone numbers are on file, caregivers receive a series of onboarding texts, along with an automated phone call introducing them to HopSkipDrive. Caregivers receive text messages about rides in progress, regardless of whether they download the mobile app, including notifications that the driver has arrived, the Rider and driver have departed, and when the ride is complete. If something happens during a ride, HopSkipDrive Safe Ride Support will place the first call to the primary point of contact associated with the ride. If they are not reachable, the CareDriver will try the emergency contacts for the Rider(s) involved.



Live GPS Tracking

All rides are tracked in real time, both via the app and by our Safe Ride Support team. For schools and caregivers, this allows them to see exactly where students are at any point in time during the ride. Our Safe Ride Support team at headquarters is also looking at this to help assist CareDrivers, should there be a need. This real time detection of ride abnormalities allows us to step in immediately to assist in the event it is necessary.



Safe Ride Support

With a dedicated Safe Ride Support Specialist monitoring each ride in real time, all parties involved in a HopSkipDrive ride have individualized support available every step of the way. HopSkipDrive's Safe Ride Support is available one hour before the first ride of each day through to completion of the final ride of the day, seven days a week. General customer support is available 8:00 AM - 10:00 PM PST, Monday through Friday. You can call or text (844) HOP-SKIP, chat in RideIQ, or reach out via email for general account questions or ride support.

Relentless

HopSkipDrive doesn't rest on our laurels. We're constantly evaluating our own safety features and processes, using that data for continuous improvement. We regularly publish content which details our safety philosophy and methods. With a staff that consists of

leaders from the education and transportation spaces, we have a team of experts when it comes to safely meeting the needs of students.

Safety Advisory Board

We selected a group of industry leaders as advisors— from Directors of Pupil Transportation to leaders of some of the most well-respected organizations on youth transportation safety.



Lisa Robinson
Director of Contracts & Programs,
HAAS Alert



Torine Creppy
President, Safe Kids Worldwide



Diana Hollander
Retired Director of Transportation,
Nevada Dept of Education



Dr. Nana Afoh-Manin, MD, MPH, EMP
Founder of Shared Harvest Fund



Theresa Anderson
Region 5 Director, National Association
for Pupil Transportation



Steve Simmons
President Elect, National Association
for Pupil Transportation

Annual Safety Report

We believe that holding ourselves accountable helps raise the bar even higher for other companies across all industries. That's why in 2019 we became the first (and remain the only) organization in the student transportation industry to publish an annual Safety Report detailing safety metrics and platform investments. Our most recent Safety Report reflects our commitment to data-driven iterative improvement and safety-first philosophy. For the purpose of this report, we examine data collected from 2022, in which we enabled 777K+ rides, with CareDrivers driving more than 16 million safe miles. [We encourage you to read the full Safety Report](#), but a few key takeaways include:

- **100% of rides ended without a critical safety incident.** More than 777,000 rides were completed on the HopSkipDrive platform in 2022, with CareDrivers driving over 16 million miles in 22 markets. *All* of these rides ended without a critical safety incident. This continues our impeccable safety record – there has never been a critical safety incident in HopSkipDrive's history.

- **99.7% of rides ended without a safety-related concern of any kind.** For the small subset that experienced a safety-related concern, only 0.020% of those rides experienced a traffic collision. Of that subset that did experience a traffic collision, only 0.003% of those were considered to be a major collision in which one of the vehicles was towed away from the scene or medical attention was requested.
- **Telematics technology serves as a superior impairment detection tool.** The mobile-phone based telematics technology we use is a far better indicator of the types of impairment that lead to risky driving behaviors than one-time tests. By gathering telematics data, sharing it and communicating with CareDrivers about what this data indicates about their driving patterns, our platform enables year-over-year improvement in safe driving.
- **HopSkipDrive continues to expand its reach each year while maintaining safety.** The total number of safe rides delivered through the HopSkipDrive platform more than doubled from 2021 to 2022. In addition, we launched in three new markets in 2022, expanding operations into Philadelphia, Tampa and Detroit. Even with the tremendous growth we've experienced, our safety data has remained consistent year over year — including 100% of rides ending without a major incident in the past four years — proving our safety measures are scalable.
- **We've continued investing in safety-related advancements.** As we move forward with our efforts to redefine student transportation to meet the modern-day needs of kids, families, schools and communities, HopSkipDrive continues to prioritize safety above all else. In 2022, we enhanced the product capabilities relating to live support with our Safe Ride Support System technology, introduced chat functionality for enhanced User experience, and [so much more](#).

How It Works

HopSkipDrive's proactive, innovative, and relentless safety philosophy informs every level of service, from implementation to in-ride features like our Safe Ride Support system. RideIQ makes scheduling easy and convenient, and our experienced teams of Operations, Compliance, and Support personnel focus on managing the CareDriver network, freeing you up to focus on your many other responsibilities.

Ride Building & Management

Our flexible, user-friendly RideIQ platform makes it easy to build new rides or edit existing ones. The main products used by schools are:

- **One-Time Trips:** These are rides that are booked as you need them, on the HopSkipDrive app or website. Rides should be booked at least eight hours in advance, but exceptions can be made.

- **Ride Series:** A Ride Series is a set of recurring rides that happen on a consistent schedule for the same Rider(s). You can set up a Ride Series with an end date as far as 12 months after the start date.

Once Riders have been added to your HopSkipDrive account, booking rides for those students is a snap. You can book rides as you need them (as little as eight hours in advance) or book recurring trips you know you're going to need, as far in advance as you'd like.

Pickup: You'll provide clear and detailed pickup instructions for each ride. Often, naming a central meeting place at the pickup location will speed the process of pickup (e.g. "Park at school and meet Rider under flagpole on campus")

Dropoff: You'll provide clear and detailed drop-off instructions for each ride. If the CareDriver needs to walk a Rider to the drop-off location, sign in a Rider in the morning or sign one out in the afternoon or evening, we make it easy to communicate those requests and are glad to accommodate them.

With HopSkipDrive's scalable network of CareDrivers, **education rides are always guaranteed**. Once a CareDriver claims the ride you've requested, you'll receive a photo profile of the CareDriver, including a brief bio as well as their vehicle make, model and license plate number.

CareDriver Vehicle Network

HopSkipDrive rides scale based on demand: there are always more CareDrivers available in the area so as a school's demand scales, so can we. As of today, there are **more than 3,000 CareDrivers in California**. HopSkipDrive's enterprise platform maintains the most accurate and real-time data of all onboarded drivers, enabling ride organizers to view all CareDrivers with their matched riders, view history of drivers/riders and have the most up to date and accurate information. By using the platform to access the most up-to-date information on our CareDrivers, it reduces the possibility of information regarding our CareDriver base becoming obsolete or out of date.

CareDrivers are required to maintain their vehicles in good condition at all times, including repairing any cosmetic damages. Any vehicle used to drive with HopSkipDrive must pass an initial 19-point inspection by a certified mechanic conducted prior to the start of service and annually thereafter. HopSkipDrive assists CareDrivers with and monitors such compliance using its online workflow and database system.

Inspections

The 19-point vehicle inspection is an industry standard used to evaluate car safety and operability. It covers everything from brakes to seat belts. During Initial and annual inspections, a certified mechanic will check: foot brakes, emergency brakes, steering mechanism, windshield, rear window and other glass, windshield wipers, headlights, tail lights, turn indicator lights, stop lights, front seat adjustment mechanism, doors (open, close,

lock), horn, speedometer, bumpers, muffler and exhaust system, tire condition (including tread depth), interior and exterior rear-view mirrors, and safety belts for driver and passengers. Additionally, no vehicle may participate in the HopSkipDrive program without first passing visual inspection by a member of the HopSkipDrive operations team to check for cleanliness, dents and scrapes.

Daily Safety Checks

In addition to successful completion of initial and annual inspections and ongoing vehicle maintenance, CareDrivers complete a Daily Safety Check through the CareDriver app prior to their first ride of the day, including a Health Check and a Vehicle Check. For their Vehicle Checks, CareDrivers inspect and confirm that key areas are all in good working, including:

- Body: bumpers, doors, windows, windshields, wipers, mirrors
- Lights: headlights, tail and brake lights, turn signals
- Engine: motor, exhaust, mufflers
- Drivetrain & brakes: wheels, tires, steering, foot brakes, parking brakes
- Interior: seat, seatbelts, rear-view mirror, horn, speedometer
- HopSkipDrive decals and phone mounts
- Rider notes reviewed prior to the day's rides



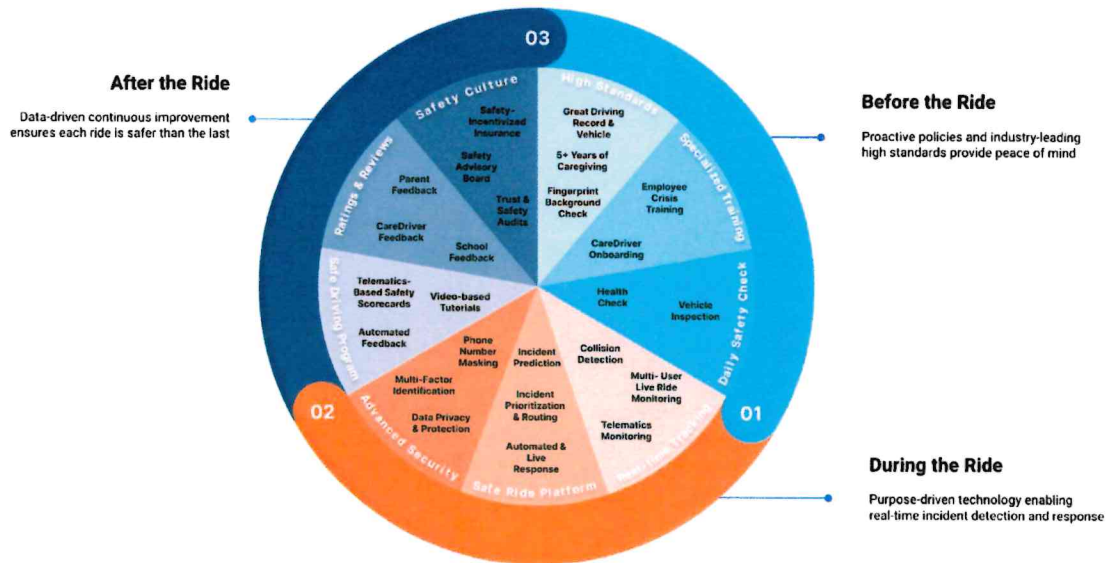
Better Technology

Our technology is one of the cornerstones of what makes HopSkipDrive so successful in providing reliable and safe transportation solutions for students. Our mobile application enables both school personnel and parents/guardians to manage and update Riders and their schedules. Through the mobile application, they can:

- Book/Change/Cancel Rides
- See the CareDriver matched to a ride, along with photo and bio
- Manage Rider's where they are marked as a caregiver for, including updating their photos, safety settings, and contact information.
- View details of all completed rides, including distance traveled

All parties associated with a ride have a direct line to CareDrivers, which creates unparalleled transparency, visibility and communication between us, CareDrivers, school personnel and users associated with a Rider's account. Our CareDriver app measures CareDriver driving behavior and safety using mobile phone sensors including Accelerometer, Gyroscope, and GPS to measure safety-related factors including speed, braking, acceleration, phone use, swerving, length of time driving, time of day, and more. These measurements are used to evaluate CareDrivers' caution, control, and focus while on the road, as well as to detect collisions. HopSkipDrive is notified immediately if an incident

occurs. This allows us to act swiftly to assist the CareDrivers and to notify contacts immediately if an issue cannot be resolved.



Direct Communication During Rides

Our RideIQ platform enables HopSkipDrive to offer **direct lines of communication for all parties associated with a ride, every step of the way**. During rides, school personnel and caregivers associated with a rider's account are able to connect to our Safe Ride Support team as well as the CareDriver. HopSkipDrive's Safe Ride Support team monitors every ride in real time and can answer your questions any time you need to know what's happening on an active ride. School staff and caregivers associated with a ride are also able to call or text the CareDriver using masked phone numbers while the ride is in progress.

Safe Ride Support and Live GPS Tracking

Our Safe Ride Support system is an integrated solution that provides end-to-end visibility to HopSkipDrive and all platform users, including CareDrivers, Ride Organizers, and parents or guardians associated with a Rider's account. HopSkipDrive's powerful admin system tracks every ride in real-time. These ride details are then passed to our other systems for unmatched cross-platform visibility. This means that while our Safe Ride Support team is monitoring each ride in detail through our Safe Ride Support system, parents and guardians can view their Rider's current location in the app, while your Ride Organizers can see up-to-the-moment updates about arrival times and the Rider's location. This allows each member in the Rider's community to know exactly where they are throughout the ride, with the details that are relevant to them.

Our Safe Ride Support team is also looking at this to help assist CareDrivers, should there be a need. This real-time detection of ride abnormalities allows us to step in immediately to assist in the event it is necessary.

Measuring Driver Behavior & Safety

HopSkipDrive works with an industry-leading third-party app to detect unsafe driving behaviors across five key indicators: speeding, hard braking, rapid acceleration, tight turns, and phone usage. CareDrivers are provided a weekly report of their driving behavior across these key safety indicators, along with tools for remedying any unsafe driving patterns. Our fully-integrated CareDriver safety program outpaces the industry with:

- On-device detection of unsafe driving behaviors
- Detection of device usage while the vehicle is in motion
- Immediate alerts for collisions
- Automated weekly emails detailing safety breakdowns, gamified success incentives, and personalized learning modules
- Online learning center for CareDriver resources

In Their Words

HopSkipDrive partners with more than 400 school districts across 12 states – with many more to come – including over 100 school districts in California. Here's what some of our happy partners have to say about working with HopSkipDrive:

"HopSkipDrive has been a tremendous resource, helping to get our students to off-campus activities and games as well as to school. The drivers have been 100% reliable, and I feel so safe having my students ride with them. They've been a lifesaver!"

Sarah H., Director of Student Life & Campus Operations - Westmark School, CA

"BVSD contracts with HopSkipDrive to arrange alternative transportation for many of our McKinney Vento and Child Welfare students. They have helped us to reduce the number of routes and drivers we need to transport students who live in places outside of our district boundary. This has helped us keep our costs down, while maintaining a high level of service for our students in need. We have always found HopSkipDrive to be the safest and most reliable solution to our alternative transportation needs."

Tony S., Director of Transportation - Boulder Valley School District, CO

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

Leigh C., Director of Federal Programs & Academic Compliance - Keller Independent School District, TX

"HopSkipDrive is not only 60% less expensive than our previous car service solution, but far more reliable. We had worked with HopSkipDrive for only a few weeks before we

quadrupled the number of students riding with their CareDrivers, and we'll continue to expand district ridership with them."

Mike H., Former Director of Transportation - Littleton Public Schools, CO

"HopSkipDrive is a huge asset to my CASA kid. She feels confident arriving at school in a car instead of a group home van. Her CareDrivers all respect her privacy and even sign her in and out of her school and group home. HopSkipDrive has off-the-charts customer service."

Shelley B., CASA Volunteer - CASA of Los Angeles, CA

"As a retired Director of School Transportation in Colorado, and now active consultant to other directors, I witness the everyday success that many school districts have with HopSkipDrive. They are able to provide a critical service to our most vulnerable students safely, reliably, and cost effectively."

Dave A., Retired Director of Transportation - Adams 12 Five Star Schools, CO

"HopSkipDrive has fulfilled every ride we've ever requested and is always reachable and super responsive. Couple that level of service with the stability that HopSkipDrive gives back to youth in foster care and the result is something truly special."

Kala S., Denver Human Services - City and County of Denver, CO

* Capacity flexes to support your transportation needs. HopSkipDrive's CareDriver Vehicle Network dynamically scales to ensure your rides are covered. Please see *Partnering with HopSkipDrive* in the attached bid document for more on our scalable solution.



Price Sheet

ITEM	DESCRIPTION	PRICING
Base Fare Per One-Way Trip	Base Fare is a fixed cost per trip mobilization fee. Allows client to book rides at least 8 hours in advance.	\$35.00
Per Mile Fee	HopSkipDrive maintains accurate daily records of student names, pickup and drop off location and time, which includes mileage. The total mileage charge for each ride is calculated based on the mileage traveled by the vehicle multiplied by the Per Mile Fee ("Mileage Charge") and added to the Base Fare.	\$2.50
Additional Rider from same household with same points of origin and destination	No additional fee or charge is applied for this ride type.	\$0
Booster seats	No additional fee or charge for a Rider needing a booster seat.	\$0
Cancellation/No Show Fee	There is a \$0 cancellation fee for rides canceled more than 2 hours before a scheduled ride. Rides canceled 0-2 hours before scheduled ride incur a cancellation fee of 100% Base Rate + Expected Distance of Ride.	
California Access for All Fee	When required by local regulation, the following shall apply, and may be amended based on regulatory changes without the need for an amendment to the Agreement: Ten Cents (\$.10) per Ride California Access for All Fee.	
Fuel Surcharge	When the average gasoline price exceeds \$5.00 per gallon, the per mile rate will be increased by calculating 30% of the price of gasoline that exceeds \$5.00 and adding it to the base mileage rate. For example, if the price of gasoline in DFW, according to the gasoline price index, is \$5.20, the increase would be 30% of 20 cents, or 6 cents. The gasoline price index to be used shall be found under the category of the nearest similar geographic area for "U.S. Regular Gasoline Prices (dollars per gallon)" on the following website: https://www.eia.gov/	
Price Adjustments	The pricing for each renewal term (if any) shall be determined prior to each renewal term by the Parties, who shall use their best efforts to agree in writing upon such revised pricing.	

Surcharges/Taxes	Amounts required to be paid may not include applicable taxes and other surcharges, including applicable charges imposed by a governmental entity. Such taxes and other surcharges, if applicable, will be the responsibility of the client (except that the client will not be responsible for any taxes on HopSkipDrive's income). HopSkipDrive shall be entitled to pass through all such applicable taxes and surcharges without the need to amend this pricing schedule.
Damage Fees	Client acknowledges and agrees that HopSkipDrive may assess damage fees to client for damage to a driver's vehicle caused by a Rider, and client agrees to pay such damage fees. Damages include any actual physical damage or professional cleaning required as a result of a Rider's actions. The damage fee imposed by HopSkipDrive will be based on HopSkipDrive's reasonable assessment of the damage and supported by written evidence such as receipts or photographs.
Wait Time Fees	Client is encouraged to ensure that Riders are at the appropriate pick-up location at the time of pick-up for purposes of rider safety and efficiency in pick-up procedures. When a driver cannot readily locate a Rider, the driver shall wait up to ten (10) minutes after the scheduled arrival time, provided that such wait is permitted by client's pick-up procedures. During that time, the driver will attempt to contact the client and caregivers. If pick-up delays become a consistent challenge, client will work with HopSkipDrive to update pick-up times. If no remedy can be made through updating pick-up times, HopSkipDrive reserves the right to charge client \$10.00 per vehicle for wait times that exceed 10 minutes. In all cases, if, after 15 minutes the Driver has not located the Rider, the Driver shall depart and client will be charged 100% of the estimated ride charge.
Payment Terms	Client shall pay HopSkipDrive within thirty (30) days of client's receipt of such invoice according to the instructions contained in the invoice. HopSkipDrive may, but shall not be required to, accept payments for services which do not conform to the instructions contained on its invoices. In the event HopSkipDrive does not receive or accept payment based on client's failure to follow the payment instructions contained on HopSkipDrive's invoices, client shall remain liable for all monies owed pursuant to this agreement. HopSkipDrive shall provide client with an invoice via email to the contact designated by client during the onboarding process (the "Invoice Notification Contact") within thirty (30) days of the end of each month during which Services were provided. client shall notify HopSkipDrive in writing of any change to the Invoice Notification Contact, and allow HopSkipDrive at least five (5) business days to confirm in writing that the requested change has been made. Such changes shall not be considered amendments for purposes of this Agreement.

Late Payment	Any invoice that is not paid within the time set forth herein shall be subject to late fees at the rate of 1.5% per month or the maximum rate permitted by law, whichever is less, and such late fee shall be added to and payable on the overdue amount. client shall pay all collection costs, including without limitation reasonable attorney fees actually incurred by HopSkipDrive. In addition to any other right or remedy provided by law, client's failure to provide timely payment may be deemed a material breach of the agreement and HopSkipDrive shall be entitled to terminate the agreement, cease the services, and seek any and all available legal remedies, notwithstanding the provision of late fees hereunder and without waiving any of its other rights and remedies for such breach. HopSkipDrive's failure to declare any late payment a breach shall not constitute a waiver of HopSkipDrive's rights hereunder to declare any subsequent late payment a breach.
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NEWPORT MESA UNIFIED SCHOOL DISTRICT

BID FORM

BID NO. 103-24

NON SCHOOL BUS HOME TO SCHOOL TRANSPORTATION SERVICES

1. Pursuant to and in compliance with this bid, and all other documents relating thereto, the undersigned bidder, having familiarized himself with the terms of the contract, the local conditions affecting the performance of the contract and the cost of the work at the place where the work is to be done, hereby proposes and agrees to perform, within the time stipulated, the contract, including all of its component parts, and everything required to be performed and to provide and furnish any and all of the labor, materials, tools, equipment, and all utility and transportation services necessary to perform the contract and complete in a workmanlike manner all of the work required in connection with this contract.

All in strict conformity with the specifications and other contract documents including any addendums for the amounts as set forth below.

2. It is understood that this bid, once approved by the Newport Mesa Unified School Dist. Board of Education, is an annual contract to provide services to the District per this bid for a period of one year from the Board approval date. Any extension beyond the initial year must be Board approved.
3. It is understood that the District reserves the right to reject this bid as specified in the Instructions For Bidders and that the bid shall remain open and not be withdrawn for a period of sixty (60) days.

Date: 9/11/2023

HopSkipDrive

Proper Name of Bidder

Harsit Patel, President

By

DocuSigned by:

Harsit Patel

55563A55075840C

Signature of Bidder

Note: If a bidder is corporation, the legal name of the corporation shall be set forth above together with the signature of authorized officers or agents; if a bidder is a partnership, the true name of the firm shall be set forth above together with the signature of the partner or partners authorized to sign contracts on behalf of the partnership; and if a bidder is an individual, his full signature shall be placed above.

NONCOLLUSION DECLARATION TO BE EXECUTED BY
BIDDER AND SUBMITTED WITH BID
(Public Contract Code section 7106)

The undersigned declares:

I am the _____ President _____ of _____ HopSkipDrive _____, the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on 9/11/2023 [date], at Los Angeles [city], California [state].

DocuSigned by:
Harsit Patel
5011A50975496

Harsit Patel



NEWPORT-MESA UNIFIED SCHOOL DISTRICT

ADDENDUM NO. 1

Non School Bus Home to School Transportation

BID No. 103-24

NEWPORT MESA UNIFIED SCHOOL DISTRICT
2985 BEAR ST., BLDG.-A
COSTA MESA, CALIFORNIA 92626

August 21, 2023

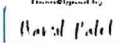
The following revisions and/or clarifications shall be made to the BID documents for the above-named work. All work described in the original BID documents and all applicable Sections of the original BID documents shall be included in the contract, except as herein modified:

Acknowledgement of this Addendum shall be made below and submitted with the BID submission. If acknowledgement is not made the proposal may be considered non-responsive.

- ***Change: RFI due date to August 30, 2023 at 4:00PM PST***
- ***Change: Bid due date to September 7, 2023 at 3:00PM***

All other provisions of the BID remain unchanged.

BELOW, PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND SUBMIT IT WITH YOUR PROPOSAL.

Name:	Harsit Patel
Signature:	
Firm Name:	HopSkipDrive
Address:	360 E 2nd St, Suite 325 Los Angeles, CA 90012
Telephone #:	(844) 467-7547

(END OF ADDENDUM NO.1)



NEWPORT-MESA UNIFIED SCHOOL DISTRICT

ADDENDUM NO. 2

Non School Bus Home to School Transportation

BID No. 103-24

NEWPORT MESA UNIFIED SCHOOL DISTRICT
2985 BEAR ST., BLDG.-A
COSTA MESA, CALIFORNIA 92626

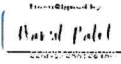
September 1, 2023

The following revisions and/or clarifications shall be made to the BID documents for the above-named work. All work described in the original BID documents and all applicable Sections of the original BID documents shall be included in the contract, except as herein modified: Acknowledgement of this Addendum shall be made below and submitted with the BID submission. If acknowledgement is not made the proposal may be considered non-responsive.

- ***Change: Bid due date to September 14, 2023 at 3:00PM***

All other provisions of the BID remain unchanged.

BELOW, PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND SUBMIT IT WITH YOUR PROPOSAL.

Name:	Harsit Patel
Signature:	
Firm Name:	HopSkipDrive
Address:	360 E 2nd St, Suite 325 Los Angeles, CA 90012
Telephone #:	(844) 467-7547

(END OF ADDENDUM NO.2)

Contract Suggestions

HopSkipDrive takes exception to terms and conditions of the solicitation to the extent they deviate from the services HopSkipDrive is currently providing to the district and the definitive contract the parties previously negotiated (*Transportation Coordination License and Services Agreement*, dated May 3, 2023). Additionally, HopSkipDrive reserves the right to negotiate additional terms and conditions that are consistent with its standard operating procedures after award, and if the parties are unable to come to an agreement regarding the terms and conditions that will apply to the provision of services, HopSkipDrive shall be permitted to withdraw its submission and terminate its relationship with the district without penalty.

HopSkipDrive welcomes a discussion to come to mutually agreeable language for the final contract with Newport Mesa Unified School District based on our existing successful relationship.