

New Transportation Service Notice

We have partnered with HopSkipDrive to provide transportation for your child! HopSkipDrive is a safe, dependable transportation solution designed for children.

COVID-19 Safe Ride Standards

In an effort to keep everyone healthy, we are requiring that Riders wear masks during the ride as long as they are able. Additionally, CareDrivers will stay in the vehicle at all times and there will be a plastic divider between the front and rear seats to minimize contact.

[Click here to read more.](#)

Day of the ride

Please make sure your child is ready at least 10 minutes before the pickup time and be ready to answer calls from the HopSkipDrive support team and CareDrivers as needed. Look out for the orange decal on the CareDriver's windshield:



Verification process at pick up

We want to make sure everyone is in the right place! Here's how we do it:

1. The CareDriver will introduce themselves upon pickup and say the secret codeword to confirm that they are the correct driver. You will see your child's codeword when you download the HopSkipDrive app as explained below.
2. Your child will then tell the CareDriver their birthday to confirm that they are the correct rider.

If you need to cancel a ride, please call HopSkipDrive at 844.467.7547 or email support@hopskipdrive.com **at least 8 hours in advance** to avoid fees.

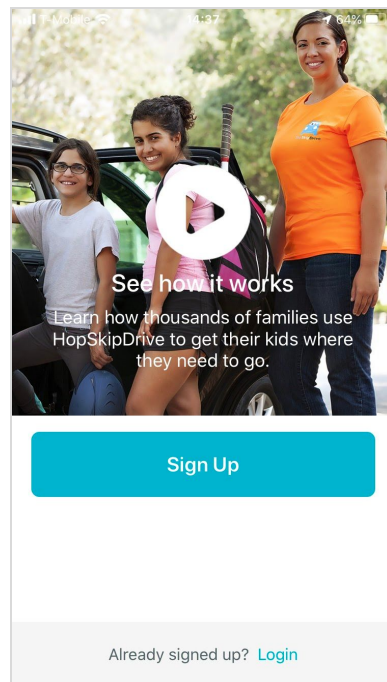
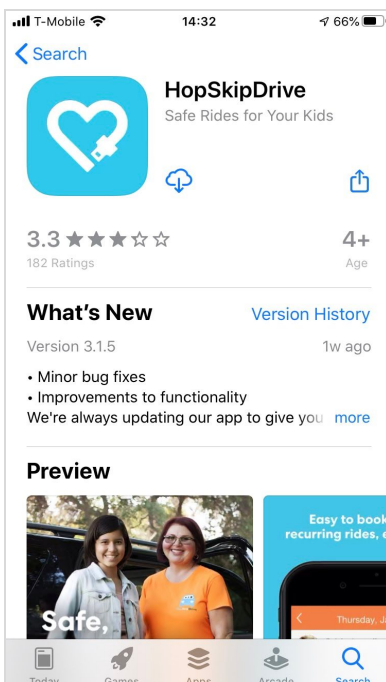
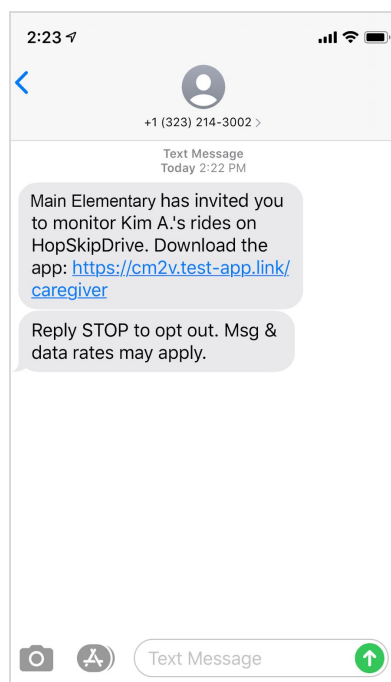
Please see the next page for details on monitoring rides.

Ride Monitoring & Notifications for Families & Caregivers

When you are listed as a caregiver contact for a HopSkipDrive Rider, you will be notified about the status of your Rider's trips with SMS notifications. You are also invited to download the HopSkipDrive mobile application in order to securely monitor live rides.

SMS Invitations & Signing Up for the Mobile App

Once rides have been scheduled and they are coming up in the next five days, you will be invited by SMS text message to monitor rides. You will need to click the link in the text message or go to the Apple App Store or Google Play Store to download the HopSkipDrive mobile app.



Once the app is installed, you will need to sign up with your email address and set a password.

If you are not able to, or choose not to download the app, you will still be notified by SMS when:

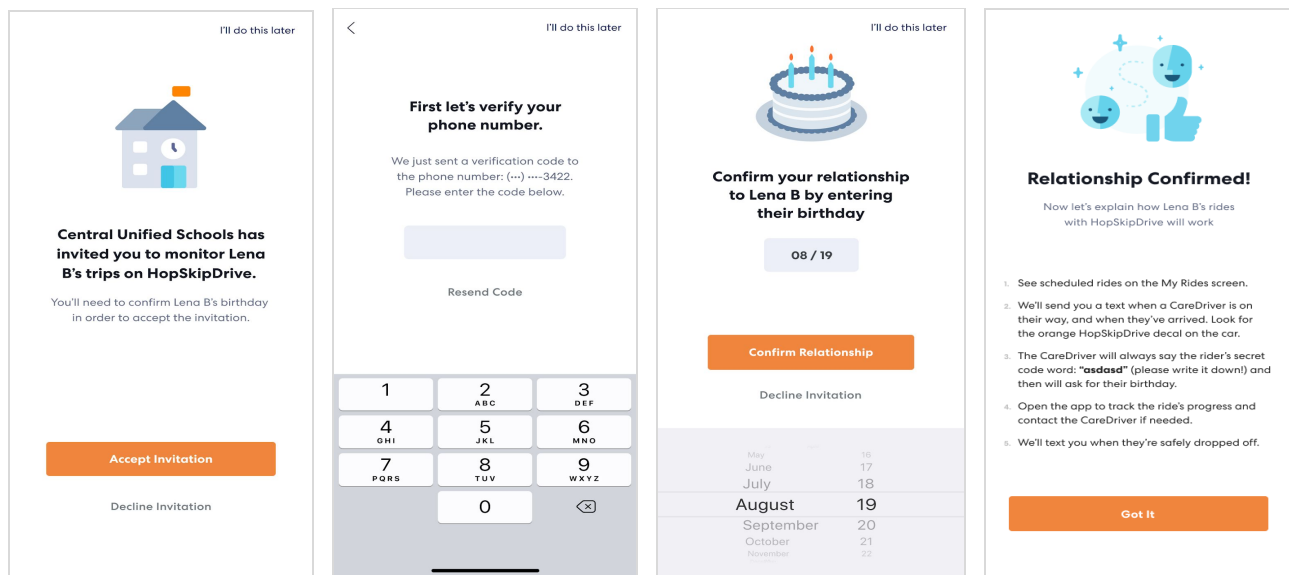
- Rides are claimed by CareDrivers
- The CareDriver is on their way
- The CareDriver has arrived
- The Rider has been picked up
- The Rider has been dropped off

Identity Verification

We take the security of Riders very seriously, so you must verify your Relationship to the Rider in order to use the app.

You will be asked to verify:

- Your mobile phone number
- The birthday of the Rider



Monitoring Rides

Once your access has been verified, you will see a list of the Rider's upcoming rides, as well as all completed rides. For each ride, you will see the pickup and drop-off details and the CareDriver's information, including their car's license plate, make and model. When rides are in progress, the driver's current position is shown in real time on a map.

