



HopSkipDrive

Youth Transportation: Information for Parents

General Information

Rides have been set up for your child for transport to and from their place of work with HopSkipDrive. HopSkipDrive is a ride service for children, designed with safety in mind: HopSkipDrive CareDrivers are background checked, fingerprinted, vehicles are inspected and all aspects of the ride are monitored in real-time by HopSkipDrive staff. Parents may also download the app and monitor rides as they go.

Parent/Rider Responsibilities

- Ensure youth is ready for pick-up 15 minutes before scheduled time. Driver will **NOT** wait more than 15 minutes after scheduled pick-up time. Failure to meet ride time will result in the cancellation of ride.
- Review behavioral expectations with youth:
 - a. Students are to be courteous and follow driver directions
 - b. Student will wait at the school front office if driver is late
- Be prepared to receive calls/emails/texts during transportation times.
- Have a plan in place for transportation in case of an emergency.

Real-Time Notifications

Any parent listed as an emergency contact for a rider will receive notifications regarding rider pickup and dropoff. Rides can also be monitored by downloading the HopSkipDrive app, using the same phone number used as the emergency contact. Directions are below.

Cancellations

Rides will be scheduled in advance by school staff for approved transport. If you need to cancel a ride or change a time for your rider, please email support@hopskipdrive.com or call [\(844\) 467-7547](tel:(844)467-7547) at least 8 hours in advance or by 10pm the day prior. Excessive cancellation may change ride eligibility.

How to Monitor Rides

- Download the app and create a HopSkipDrive account, using the same phone number you provided as an emergency contact for the rider using HopSkipDrive.
- When you see the 'add a rider' screen, you can click 'Skip' in the upper right hand corner. You do not need to add a rider in order to monitor rides.
- The next screen displayed will be 'Upcoming Rides'. If your rider has rides scheduled, you will see them listed there. Rides not scheduled through you will be labeled 'You are monitoring this ride.'