

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



VIA ELECTRONIC MAIL

April 23, 2024

Margaret Tobias
HopSkipDrive, Inc.
360 E. 2nd Street, Suite 325
Los Angeles, CA 90012
marg@tobiaslo.com

Subject: HopSkipDrive Advice Letter 3 Disposition

Dear Margaret Tobias,

Pursuant to Commission Decision D.24-12-004, the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records. This status certificate indicates:

Advice Letter Number
Name of Filer
CPUC Corporate ID number of Filer
Subject of AL Filing
Date Filed
Disposition of Filing (Approved, Rejected, Withdrawn, etc.)
Effective Date of Filing

CPED did not receive any protests against HopSkipDrive AL 3.

Please review your advice letter filing with the information contained in the attached AL status certificate and the Appendix for a description of the AL and staff's disposition. If you have any questions on this matter, please contact CPED Staff via email at noah.thoron@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Joshua Huneycutt", with a stylized flourish extending to the right.

Joshua Huneycutt
Program Manager, Transportation Licensing and Analysis Branch
Consumer Protection and Enforcement Division

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**Advice Letter Status Certificate**

Status of Advice Letter 3 as of April 23, 2024

HopSkipDrive, Inc. (TCP 34668)

Attention: Margaret Tobias
360 E. 2nd Street, Suite 325
Los Angeles, CA 90012

Advice Letter Subject: **Compliance regarding services offered to unaccompanied minors**

Division Assigned: Consumer Protection and Enforcement

Date Filed: 2/14/2025

Advice Letter Tier: Tier 1

Disposition: **Approved**
Effective Date: **2/14/2025**

CPUC Contact Information: noah.thoron@cpuc.ca.gov

TNC Contact Information: Margaret Tobias
marg@tobiaslo.com

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**Appendix: Staff Review and Disposition****Background**

In accordance with D.24-12-004, HopSkipDrive, Inc. filed advice letter (AL) 3 on February 14, 2025, describing their compliance regarding services offered to unaccompanied minors. CPED did not receive any protests against AL 3.

This disposition evaluates HopSkipDrive's compliance with the requirements described in D.24-12-004.

D.24-12-004 requires all Transportation Network Companies (TNCs) whose drivers intend to transport unaccompanied minors in California to file a Tier 1 informational AL within 60 days of the decision's adoption describing how the TNC implements live trip tracking accessible by parents and/or guardians; the safety procedures at pickup and drop-off locations; and how the TNC implements driver training on issues specific to transporting an unaccompanied minor. The deadline for filing was February 14, 2025.

Discussion**A. Disposition of AL #3**

HopSkipDrive, Inc. filed advice letter (AL) #3 describing their compliance regarding services offered to unaccompanied minors. D.24-12-004 provides the requirements for TNCs transporting unaccompanied minors:

Each Transportation Network Company that offer services to unaccompanied minors must submit informational filings within 60 days of the adoption of this decision and annually thereafter via Tier 1 Advice Letter that:

- (a) Describes how they provide a form of real-time ride tracking to an unaccompanied minor's parents or custodial adults so that they can accurately track the initiation and completion of that unaccompanied minor's transport;*
- (b) Describes how they implement safety procedures such as the adoption of a personally identifiable number (PIN) for the pickup of unaccompanied minors so that the minors know that they are entering the correct vehicle;*
- (c) Describes how the PIN confirms the unaccompanied minor's age eligibility without requiring the unaccompanied minor to provide their date of birth;*
- (d) Describes how they implement safety procedures for the drop-off of unaccompanied minors so that the drivers know if the unaccompanied minor will be met at the destination spot by the minor's parent or custodial adult; and*
- (e) Describes how they provide drivers with training on the transport of unaccompanied minors, including the understanding of the pickup and drop-off procedures.*

Table 1 below shows whether HopSkipDrive has met all the listed requirements.

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Table 1:

Decision Requirements:	HopSkipDrive's compliance with the requirements:	Satisfies Requirements?
Live trip tracking, accessible by parents and/or guardians	Caregivers can monitor a ride through the app, which notifies them when the passenger is picked up, en route, and dropped off. A photo of the driver is provided to the caregiver. If the caregiver does not have app access, text messages provide the same notifications.	Yes
Safety procedures at pick-up	HopSkipDrive uses a two-step process, where the passenger confirms that the driver correctly provides a unique code word, and the driver confirms that the passenger correctly provides their month and date of birth.	Yes
Confirming age eligibility without requiring full date of birth	HopSkipDrive does not require the minor's date of birth but does require the minor to provide their month and date of birth, but not their birth year.	Yes
Safety procedures at drop-off	Caregivers can specify that a passenger must be met by a designated caregiver at drop-off. The application notifies the driver of this requirement and details how they should proceed at drop off.	Yes
Implementation of driver training	Drivers must participate in an online training designed for HopSkipDrive. It provides drivers training in pick-up and drop-off procedures, as well as other subjects relevant to a driver's roles, including "safe driving practices, considerations for transporting minors with disabilities, emergency preparedness, and HopSkipDrive's zero tolerance policy".	Yes

Having met all parts of the criteria in D.24-12-004 Ordering Paragraph 6 and having submitted the required informational filing, HopSkipDrive's AL 3 is approved.