

Application Attachment 7

HOPSKIPDRIVE, INC. Driver Training Program and Exhibits



HopSkipDrive

HopSkipDrive Driver Training Program

HopSkipDrive recognizes the special responsibility associated with driving minors and aspires to be the safest rideshare company transporting children in the country. HopSkipDrive's commitment to safety means that only qualified drivers that have completed HopSkipDrive's Driver Training Program will be permitted to use the HopSkipDrive application (or "app"). As described more fully below, the HopSkipDrive Driver Training Program emphasizes general driver safety but also addresses the unique safety aspects attendant to transporting children.

I. Driver Training Program Generally.

Each driver applicant is required to complete HopSkipDrive's Driver Training Program as described below:

- **In-Person Driver Training and Orientation**

--Every driver who satisfies our driving requirements, including being successfully interviewed by and passing a ride-along test with a core member of the HopSkipDrive team, will be eligible to participate in HopSkipDrive's in-person training and orientation. The in-person training and orientation will include instruction on HopSkipDrive's "Three Key Areas of Focus" described in Section II, below, the "HopSkipRules" (Exhibit A), and HopSkipDrive's anti-discrimination and accessibility policies. The training shall include a written quiz.

- **HopSkipDrive's 15 Point Safety Certification Test**

--HopSkipDrive's Driver Training Program concludes with the 15 Point Safety Certification Test (Exhibit B). HopSkipDrive only authorizes use of the HopSkipDrive app for drivers with at least 5 years of childcare experience and who satisfy the driver training requirements described above and pass HopSkipDrive's 15 Point Safety Certification Test, which includes a 19-point vehicle inspection, criminal background check, sex offender check, and driving record check.

II. Three Key Areas of Focus for HopSkipDrive's In-Person Driver Training.

The HopSkipDrive Driver Training Program will focus on three key areas: how HopSkipDrive works, driver safety, and special considerations for driving children.

1. How HopSkipDrive Works.

--Each Driver will be trained in how HopSkipDrive works and how to use the app on their smartphones, including:

- how to download the app and input availability
- how to accept a ride request
- how to communicate with HopSkipDrive prior to the ride
- how to sign on to the app prior to commencing the drive to pick up a rider
- how to communicate the rider's successful pick up and drop off at the agreed upon destination
- how to attach trade dress to the driver's vehicle
- the importance of wearing the HopSkipDrive t-shirt from the moment a rider is picked up until the moment a rider is dropped off at the destination

2. Safety.

- Each driver will be instructed on all aspects of the HopSkipRules (Exhibit A), to which riders and drivers will be required to adhere
- Every driver must be able to show proof of personal automobile insurance at all times
- Every driver will be subject to a criminal background check and sex offender check
- Every driver will provide two (2) references
- Each driver will be subject to a driving record check with monthly updates
- Each driver must provide a photo of his or her vehicle and license plate
- Each driver's car shall be subject to a 19 point vehicle inspection will be conducted by a licensed mechanic
- Every driver will be instructed on what to do in the event:
 - of an accident
 - of car trouble
 - that a rider has a medical emergency
 - a driver's phone is lost or stolen
 - a driver is unable to safely drop off a rider
 - that a rider is not cooperating with the HopSkipRules (Exhibit A)

3. Special Considerations for Driving Children.

- Every driver will be instructed on how to properly handle distractions specifically related to children (e.g. fighting, crying)
- Each driver will be instructed on proper interaction with riders (e.g., no physical contact whatsoever, no photographs or videos)
- All passengers must ride in the backseat with a seatbelt regardless of age and height
- Each driver will be trained in proper booster seat installation of HopSkipDrive-provided boosters in accordance with California law. Children whose parents request booster seats shall ride in a booster seat provided to drivers by HopSkipDrive. All children under the age of 8 will be required to use a booster seat, regardless of height or parent request.
- Drivers will have access to HopSkipDrive driver support by phone line, which can be dialed directly from the app with a single tap.

III. Ongoing Driver Training and Support

Each HopSkipDrive driver has access to follow-up training and support by way of HopSkipDrive's driver support line.

IV. Zero Tolerance Policy

HopSkipDrive is proud of its zero tolerance policy for both drug and alcohol use while driving for HopSkipDrive, and for physical contact with any electronic device while driving (other than a GPS set to voice commands). Any driver found to be violating this zero-tolerance policy shall have his or her HopSkipDrive account deactivated.

Parents of riders shall be provided with both an in-app call function and email address to immediately contact HopSkipDrive's zero tolerance complaint line, as well as the California Public Utilities Commission's whistleblower hotline at 1 (800) 649-7570 or by email to safetyhotline@cpuc.ca.gov, which responds to such complaints.

Exhibit A

HOPSKIPRULES

At HopSkipDrive, our HopSkipRules are simple and effective:

BE SAFE

Drivers, you are carrying precious cargo:

- Drive carefully and conscientiously, the same way you do when you have your own kids in the car.
- Obey all traffic laws.
- Never talk on the phone (even on speaker) or text at any time during the ride.
- Set your navigation BEFORE you depart from the pickup location.
- Always keep your eyes on the road.
- Do not leave a drop-off destination until the kid is safely inside and they wave to indicate that he or she is ready for you to leave.

Kids, being safe is a big deal:

- Stay in your seat, with your seatbelt on.
- Sit in the backseat regardless of age.
- No eating or drinking during a HopSkipDrive ride. Parents, if your child needs a snack, please schedule rides so that they will have time to eat before their activity once they arrive.
- No rough-housing, yelling, or distracting the driver.
- When you get to your destination, go directly to where you're supposed to be.

BE SMART

We think common sense is the best approach to just about any situation. Whether you're a driver or a passenger, it's the essence of being smart.

Drivers, just think like a parent:

- Avoid any situation that puts your passengers at risk.
- Always go to the scheduled destination.
- Do not drop a kid off anywhere other than the pre-arranged destination.

Kids, put that brain to work:

- Behave the way you would with your own parents.
- Only get into the car if you see the HopSkipDrive flags, the driver is wearing a HopSkipDrive t-shirt, and the driver confirms your password with you.
- Trust your instincts. If you feel unsafe, tell your driver and parents right away.

BE RESPECTFUL

Drivers should help passengers and their parents feel comfortable:

- Be warm and welcoming.
- Show kindness and consideration to the kids.
- Communicate pick-up and drop-offs promptly so parents have peace of mind.

Kids should always:

- Keep your hands to yourself.
- Speak kindly and courteously.
- Be nice to everyone in the car.

Exhibit B

HOPSKIPDRIVE 15 POINT SAFETY CERTIFICATION TEST

No individual shall drive for HopSkipDrive unless the HopSkipDrive hiring team has determined in its sole discretion that he/she has passed the following 15 Point Safety Certification Test:

1. Loves children and has at least 5 years of childcare experience.
2. No criminal record.
3. No sex offender record.
4. Valid driver's license.
5. Clean driving record.
6. Age 25 or older.
7. Owns or leases a vehicle not more than 9 years old seating 4-7 passengers.
8. Passes a 19 point vehicle inspection.
9. Has personal auto insurance coverage that meets or exceeds state-required limits.
10. Adopts the HopSkipRules.
11. Adopts the zero tolerance policy for smoking, drugs and alcohol while driving for HopSkipDrive.
12. Adopts the zero tolerance policy for not making physical contact with any electronic device while driving for HopSkipDrive.
13. Completes training and orientation course and passes quiz.
14. Personal references checked.
15. One-on-one interview and ride-along conducted with core member of HopSkipDrive team.

Application Attachment 8

HOPSKIPDRIVE, INC. Safety Enhancements



HopSkipDrive

HopSkipDrive Safety Enhancements

HopSkipDrive seeks to provide a safe, reliable and convenient transportation service uniquely-tailored to parents and their children. As part of its commitment to safety, HopSkipDrive has voluntarily incorporated safety and operational enhancements that go above and beyond the Commission's existing regulations for TNCs to operate in California. As indicated in Parts II and III of this Application, HopSkipDrive certifies that it will meet (and in some instances exceed) the Commission's TNC requirements for vehicle inspections, driver background checks, insurance and driver training. This document details the added safety enhancements that we believe make HopSkipDrive the safest option for parents seeking to transport their children by charter party carrier.

1. Passenger Age. The existing TNC regulations specify a minimum age for drivers, but not passengers. HopSkipDrive requires all unaccompanied minor children passengers to be at least 7 years of age. Unlike most TNCs, HopSkipDrive has a passenger code of conduct that is embodied in our "HopSkipRules." HopSkipDrive believes that these rules, which emphasize safe and courteous behavior by each passenger, are best understood – and therefore followed – by children at least 7 years of age.

2. Driver Age. The existing TNC regulations specify that drivers aged 21 and older may drive for a TNC. HopSkipDrive requires its drivers to be at least 25 years of age.

3. Driver Experience. The existing TNC regulations specify that drivers must "provide at least one year of driving history before providing TNC services." In addition to meeting this driving history requirement, HopSkipDrive's drivers must have at least 5 years of parenting or childcare experience to qualify to drive using HopSkipDrive. HopSkipDrive's drivers are also asked to provide personal references as further evidence of fitness to provide transportation services using HopSkipDrive.

4. Driver Record Checks. Under existing TNC regulations, a driver's record must be checked quarterly for violations of safe driving laws. Although the existing TNC requirements set a satisfactory baseline for driver record checks, HopSkipDrive has instituted a more rigorous standard by performing these record checks on a monthly basis. A record check that reveals any violation or history of violations in contravention of this policy will disqualify the driver from using HopSkipDrive.

5. Safe Seating. The existing TNC regulations do not address child-specific seating considerations, including whether a passenger may sit in the front seat of a TNC vehicle. HopSkipDrive's HopSkipRules specify that no child, regardless of age or height, shall be permitted to sit in the front seat during a HopSkipDrive ride. Additionally, all drivers using HopSkipDrive will be provided a booster seat and will be trained by HopSkipDrive on its installation and use. All children under the age of 8, regardless of height, will be required to sit in a booster seat, and any parent may require that their child, regardless of age, be seated in a booster seat during a ride.

6. Reducing Distractions. Technology is a wonderful thing, but it can also be a distraction. HopSkipDrive seeks to reduce the potential for driver distraction by requiring all drivers to agree: (a) to refrain from talking on the phone (even using a hands free device) or texting while driving; (b) to set navigation tools before departing from a pickup location; and (c) to notify HopSkipDrive (and thereby, the child's parents) through the app that the child has been picked up once the child is safely in the vehicle but before commencing the ride.

7. Driver Training. The existing TNC regulations specify that TNCs must establish a driver training program in order "to ensure that all drivers are safely operating the vehicle." As detailed more fully in HopSkipDrive's driver training program, HopSkipDrive provides instruction to drivers on all aspects of the HopSkipDrive service, including special considerations for driving children.

8. Don't Get Into a Car with a Stranger. With life's increasing demands on limited time, parents of minor children need a safe and reliable transportation alternative for their children when they can't provide it themselves. HopSkipDrive provides this service without the relative anonymity associated with putting a child in a standard taxicab or TNC vehicle. Instead, HopSkipDrive is designed to protect passenger safety by better acquainting all parties involved in a HopSkipDrive ride – the parents, driver and child. HopSkipDrive accomplishes this by supplementing the CPUC's trade dress requirements with the following procedures.

As soon as a ride is scheduled and matched, parents are able to see a photo of the driver, the driver's car and the license plate. Parents are instructed to show these images to their children to familiarize them with their ride. At pick up, the driver is easily identified by the required HopSkipDrive t-shirt and the driver's vehicle is identifiable by the HopSkipDrive trade dress. HopSkipDrive also assigns each child passenger a unique and easily-remembered password. At pick up, the driver is required to confirm the child's password as a secondary safeguard. HopSkipDrive also instructs its users that, where a child needs to be signed out of a school or activity, parents must notify the facility of the name of the driver and the driver must show identification. HopSkipDrive also holds regularly-scheduled "meet-ups" where parents and their children have the opportunity to meet HopSkipDrive riders.



HopSkipDrive

June 28, 2015

CONFIDENTIAL

Selina Shek, Esq.
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Via E-Mail

Re: HopSkipDrive, Inc./PSG 0034668

Dear Ms. Shek,


Enclosed is the information you requested regarding drivers on the HopSkipDrive platform.

Please note that of the 97 drivers on our platform, 95 of them, or **98%**, have now been fingerprinted and are members of the Trustline registry. The other two drivers are pending at Trustline. We are proud of our commitment to safety and view ourselves as leaders in the child transportation industry in this regard. We hope you agree.

We appreciate your understanding of the commercially sensitive nature of this letter and the enclosed information and ask that you keep it confidential.

Please contact me at carolyn@hopskipdrive.com with any questions.

Regards,


Carolyn Yashari Becher, Esq.
COO and General Counsel

Attach.

Confidential and proprietary business information submitted under the protection of the California Public Records Act, Public Utilities Code Section 583 and Commission General Order 66-C.