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January 21, 2022

VIA EFILING (PUBLIC VERSION) AND
UPS OVERNIGHT DELIVERY (CONFIDENTIAL VERSION)

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Application of HopSkipDrive, Inc. for Transportation Network Service License;
Docket No. A-2022-

Dear Secretary Chiavetta:

Enclosed is an Application on behalf of HopSkipDrive, Inc (“HopSkipDrive” or the “Company”) for Transportation Network Service License (the “Application”).

This filing includes commercially valuable and sensitive information for which HopSkipDrive requests confidential treatment. Accordingly, enclosed is a version of the Application marked “Public Version” for inclusion in the public record, and a version of the Application marked “Confidential Version”. **HopSkipDrive respectfully requests that the Confidential Version of its Application be maintained by the Pennsylvania Public Utility Commission under seal.**

Please note that we are filing the public version and the \$350.00 filing fee electronically on the Commission’s website and the confidential version is being filed by overnight delivery.

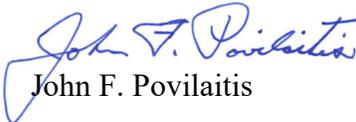
Copies of the Public Version of HopSkipDrive’s Application have been served on each of the Public Advocates, as indicated in the attached Certificate of Service.

January 21, 2022

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Please contact the undersigned if you have any questions regarding this filing. Thank you for your attention to this matter.

Sincerely,



John F. Povilaitis

JFP/tlg

Enclosures

cc: Certificate of Service

APPLICATION CHECKLIST
Transportation Network Service

Use this checklist to make sure you have enclosed all required items or your application will not be processed. You cannot operate in Pennsylvania until you receive a License from the Commission.

- The original Application with original signatures (unless e-Filed with the Commission's online e-Filing system at www.puc.pa.gov)**
- A certified check, money order, or check from your attorney for \$350 made payable to "Commonwealth of Pennsylvania;"**

If not e-Filed, mail your application and attachments to:

**SECRETARY PA PUBLIC UTILITY COMMISSION
400 NORTH STREET SECOND FLOOR
HARRISBUR PA 17120**

Please note: The Commission has limited access to mailed-in documents during the COVID 19 crisis. E-file is the preferred method of submission of documents.

Corporate entities (corporations, LPs, LLPs, and LLCs) and fictitious trade names must be registered with the PA Department of State. Companies incorporated in other states must register as a foreign business corporation. Individuals acting as sole proprietors and partnerships do not have to register.

If you are not registered with the PA Department of State, you can apply at its website at www.dos.state.pa.us/corps on how to do business in Pennsylvania as:

PA Corporations (Profit and Non-Profit) – apply for Articles of Incorporation

Foreign Corporations – apply for a Certificate of Authority

PA Limited Partnerships (LPs), Limited Liability Partnerships (LLPs), and Limited Liability Companies (LLCs) – apply for an Application of Registration

Fictitious Name Registration – File ONLY IF Trade Name will be different than the business name you register with the PA Department of State.

General Information for Preparing and Filing the Application for Transportation Network Service License.

1. This application is required to request a License to operate as a Transportation Network Company providing transportation for compensation between points in Pennsylvania using a digital network to facilitate prearranged rides.
2. Prior to providing service in Pennsylvania, acceptable evidence of insurance must be filed with the Pennsylvania Public Utility Commission. **Your permanent evidence of insurance will be a Form E certificate for bodily injury and property damage insurance. The Form E certificate may be filed at the same time this Application is filed, or may be filed later, after the Commission tentatively approves the Application. In either case, the Form E certificate must be filed to complete your Application.**
 - a. The Form E certificate is mailed to the Commission directly from the home office of your insurance carrier. The name and address on your Form E must **exactly** match the name and address you have provided on your application. If your insurance company subscribes to NOR (National Online Registries, Inc. at www.mcinfo.org), you can request the insurance company to file the Form E certificate electronically through NOR. The electronically filed Form E certificate will reach the Commission more quickly than mailed forms.
 - b. Insurance amounts and coverage must meet or exceed the requirements established by the Public Utility Code. 66 Pa. C.S. § 101 *et seq.*

Application for Transportation Network Service License

THIS APPLICATION IS TO BE USED WHEN PROVIDING TRANSPORTATION FOR COMPENSATION BETWEEN POINTS IN PENNSYLVANIA USING A DIGITAL NETWORK TO FACILITATE PREARRANGED RIDES.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

[HopSkipDrive, Inc.](#)

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Trucking" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Trucking" or "J. Doe Trucking" are not considered fictitious and would not have to be registered.*

3. **Applicant is:**

Sole Proprietor

Partnership

Limited Partnership (Provide list of partners and copy of Certificate of Limited Partnership)

Limited Liability Partnership (Provide list of partners and copy of Statement of Registration)

Limited Liability Company (Provide list of members and copy of Certificate of Organization)

Corporation (Provide list of shareholders, distribution of shares, officers, and copy of Articles of Incorporation)

Foreign Association not formed in PA (Provide copy of Foreign Registration Statement)

[See Confidential Attachment 1 - List of Shareholders and Distribution of Shares; Attachment 2 - Board Members and Officers; Confidential Attachment 3 - Articles of Incorporation](#)

4. **Registration with the Department of State** - The applicant certifies that the TNC is registered with the Pennsylvania Department of State to do business in the Commonwealth. Please provide a copy of the TNC applicant's registration with this application.

[See Attachment 4 - Pennsylvania Certificate of Registration](#)

5. **Please check Applicant's PUC status:**

- Does not now, nor never has had PUC Authority
 Does not now, but has previously held PUC Authority at A-_____
 Holds current PUC Authority at A-_____

6. **Dual Motor Carrier** - Please indicate whether the Applicant is a call demand carrier.

- The Applicant WILL BE operating as a Dual Motor Carrier.
 The Applicant WILL NOT BE operating as a Dual Motor Carrier

7. **Mailing Address**

1320 East 7th Street, Suite 200
Street Address
Los Angeles, CA 90021 Los Angeles
City, State and Zip Code County
844-467-7547 licensing@hopskipdrive.com
Telephone Number E-mail Address

This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.

8. **Physical Address** (If different than mailing address. Do not use a post office box.)

Street Address

City, State and Zip Code County

Telephone Number E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

9. **Website**

hopskipdrive.com
Website Address

The applicant certifies that it will establish and maintain a website that complies with Chapter 26.

10. **Registered Agent**

Corporation Service Company
Agent's Name

2595 Interstate Drive, Suite 103
Street Address

Harrisburg, PA 17110 Dauphin
City, State and Zip Code County

1-800-927-9800 SOP@CSCGlobal.com
Telephone Number E-mail Address

11. **Attorney** (if applicable)

John Povilaitis 717-237-4825
Attorney's Name & Telephone Number for this Filing

409 North Second Street, Suite #500, Harrisburg, PA 17101 john.povilaitis@bipc.com
Attorney's Address E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

12. **Affiliated Interests** – List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

None

13. **General Description of Nature and Scope of Business** - Provide a general description of the nature and scope of the proposed TNC service to be offered, including the company's business model, the use of independent drivers or employee drivers, the use of driver-owned vehicles or company-owned vehicles, the names and roles of any affiliates involved in providing the service, and other relevant features of the proposed TNC service.

See Appendix A, pp.1-8

14. **Driver Standards** -- Please explain:

- a. Your standards for drivers;
- b. Your system for ensuring compliance with criminal background and license check requirements;
- c. Your driver training program;
- d. Your policy regarding alcohol and drug use by your drivers;
- e. How your policy or your written policy will ensure that drivers have the necessary insurance coverage;
- f. How your policy or your written policy will ensure your drivers will continuously comply with all requirements under Chapter 26, including providing service to people with disabilities;
- g. How your policy or your written policy will ensure your drivers will be informed of nondiscrimination policies.

[See Appendix A, pp.8-12](#)

15. **Vehicle Safety Program** – Please explain:

- a. How your policy or your written policy will ensure that vehicles will continuously comply with Pennsylvania’s equipment standards (67 Pa. Code, Chapter 175) and Chapter 26.
- b. Plans for ensuring that vehicles which no longer meet vehicle age and/or vehicle mileage standards shall be replaced in a timely fashion.
- c. How your policy or your written policy will ensure vehicles engaged in TNC service display their respective TNC placard in accordance with Chapter 26.

[See Appendix A, pp.12-15](#)

16. **Autonomous Vehicle Safety** – Please certify that all autonomous vehicles and their operation in TNC service comply with all applicable PennDOT regulations.

[Not applicable](#)

The certification must be signed here by the applicant appearing on Line 1 by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Officer (if a corporation)

17. **Customer Service Standards** – Please describe your customer service standards. Within your description, please explain:

- a. Your plan to inform customers of how to file complaints with the PUC;
- b. Your intended customer complaint resolution procedure.

[See Appendix A, pp.15-16](#)

18. **Insurance** – Describe steps you have taken to obtain liability insurance coverage for your business. Upon tentative approval of the application, you will be required to have an acceptable Form E certificate of insurance filed by the insurance carrier. Note: An acceptable Form E certificate may be filed at the time of filing the application.

[See Appendix A, p.16](#)

19. **Financial Data** –You must submit documentation as evidence of your current financial position.

[See Appendix A, p.16; Confidential Attachment 5 - Letter of Support](#)

20. **Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the License for failure to comply with Commission requirements. **TNC applicant certifies that it will comply with all of the requirements under Chapter 26.** (Act 164 of 2016)

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported annual gross Pennsylvania intrastate receipts derived from all fares charged to customers for the provision of TNC service. Applicant acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Joanna McFarland, CEO

(Print Name)



1/21/2022

(Signature)

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Officer (if a corporation).

Appendix A



HopSkipDrive

Application for Transportation Network Service License

Contact Information

Name: HopSkipDrive, Inc.
Regulatory Contact: Trish Donahue, Vice President of Legal and Policy
Telephone: (224) 330-5779
E-mail: trish@hopskipdrive.com

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Letter from CEO and Co-Founder, Joanna McFarland

January 21, 2021

HopSkipDrive appreciates the opportunity to submit our application to obtain a license to operate a transportation network service as a transportation network company (“TNC”) throughout Pennsylvania.¹

Through enhanced safety features, HopSkipDrive is a TNC designed for youth and other individuals in need of extra care. With **over 20 million miles safely driven** across nine states (and growing!), **and partnerships with over 350 school districts and county agencies**, HopSkipDrive has established itself as a leading mobility solution for families arranging rides for their children, students with disabilities, youth in the foster care system, and youth experiencing homelessness.

Families in Pennsylvania are suffering the effects of a national bus driver shortage, rendering HopSkipDrive’s services more critical than ever. With local schools and families eager to use our services, we hope to expediently prove our compliance with TNC requirements and demonstrate our unrelenting commitment to safety.

Enclosed herein is additional information about HopSkipDrive, our data-driven approach to safety, and requirements for the Application for a Transportation Network Service License. We remain ready and eager to begin providing our critical service to students and families in Pennsylvania, and look forward to continued partnership with the Pennsylvania Public Utility Commission.

Should you have any questions or wish to discuss further, please do not hesitate to contact me.

Sincerely,



Joanna McFarland
HopSkipDrive CEO and Co-Founder
joanna@hopskipdrive.com

General Description of Nature of and Scope of Business

¹ HopSkipDrive has separately applied for authorization to provide transportation network service within the City of Philadelphia.

Business Model

HopSkipDrive is a licensed TNC in all nine states in which we operate. As a TNC, HopSkipDrive arranges rides between ride requesting passengers and qualified drivers through use of a digital network application. As the leading solution provider of safe, flexible door-to-door transportation services for youth, HopSkipDrive's approach, product and technology provide the highest-quality service that Pennsylvania families, schools, and youth support organizations require. While we primarily arrange rides for youth, we are a service for anyone in need of extra care during a ride, such as seniors who need a ride to the grocery store or to doctors' appointments.

HopSkipDrive is more than just another transportation solution provider. What started as the struggle of three working moms trying to get their busy kids to and from school and all their activities more than six years ago has grown into a proven transportation solution that helps give kids easier access to the opportunities they deserve. We understand that transportation can be the difference between success and struggle, which is why we're on a mission to use 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 be, and to remove the barriers of access to other vulnerable populations as well.

Currently operating in Arizona, California, Colorado, Nevada, Texas, Virginia, Washington, Washington D.C., and Wisconsin, HopSkipDrive has arranged hundreds of thousands of rides to date. Drivers that utilize our platform are qualified independent contractors who use their own vehicles (subject to safety standards) to provide transportation services. We implement the highest levels of protocols and safety procedures designed to keep children safe. Currently, we do not have any affiliates involved in providing the service.

If our license application is approved, HopSkipDrive will be a TNC providing Transportation Network Service ("TNS") to TNC passengers in Pennsylvania. The TNS arranged by HopSkipDrive may be for school-related rides or non-school related rides such as individual adult rides, service for non-profit entities or service for municipalities. Public Utility Code ("Code") Chapter 26 governing TNS does not make any distinctions regarding Pennsylvania Public Utility Commission ("Commission") jurisdiction over all of these types of rides. We will match a TNC driver with a TNC passenger in advance of a prearranged ride scheduled through a digital network. The service will be exclusive, i.e., each individual will not be required to ride with another passenger unless they themselves, or in the case of a youth, their parent or authorized representative, consents to additional riders being passengers on the ride. Thus, HopSkipDrive meets the relevant Public Utility Code ("Code") Chapter 26 definitions of a "Transportation Network Company" providing "Transportation Network Service" through a "Digital Network" using "Transportation Network Drivers".

Under HopSkipDrive's business model, the "passenger" may be (i) a rider, age 18 or above, who is also the ride organizer, or (ii) a rider (e.g, a youth under age 18 or an adult) *and* a separate ride organizer (e.g., a parent, another entity authorized to be the youth's representative or a school district). This is similar to TNS currently provided by other Commission-licensed TNCs in Pennsylvania, such as when the rider and the ride organizer are different individuals because a ride organizer has scheduled a ride for a guest from

their home to the rider's home, or when there are multiple passengers traveling together, but there is one ride organizer in the group who has scheduled the ride.

HopSkipDrive will have contracts with school districts, granting districts the ability to use HopSkipDrive's web application to request and arrange transportation for school children, thereby operating as a TNC with TNS drivers utilizing a digital network web application under Chapter 26 of the Code. This consolidation of jurisdiction over HopSkipDrive's school related and non-school related services is similar to how HopSkipDrive is regulated as a TNC in other states in which we operate.

Here are some of the reasons that HopSkipDrive stands out from other transportation solution providers:

HopSkipDrive History

HopSkipDrive was founded in 2014 in Los Angeles by three experienced professionals who are also working mothers. Together they have eight children, now ages 10 to 20. As a female-founded and female-led company, and with a staff of experienced education professionals, HopSkipDrive understands the stress of getting kids everywhere they need to go and created HopSkipDrive to fill this very real need.

HopSkipDrive has already arranged hundreds of thousands of safe rides for children and youth through partnerships with over 350 schools, school districts, and county agencies, in addition to direct service for families. In doing so, HopSkipDrive is helping to solve a real problem for schools while ensuring a safe transportation solution for kids who need it the most. We are looking forward to bringing our innovative model to Pennsylvania families and students.

HopSkipDrive Mission

HopSkipDrive is on a mission to create opportunity for all through mobility. We know that the difference between success and struggle can sometimes be as simple as the ability to show up.

Schools, counties, and parents use HopSkipDrive for the transportation needs of a variety of youth, including students with IEPs, youth experiencing homelessness, youth in the foster care system, youth who need to get to and from extracurricular activities, and any other students who don't seamlessly fit onto a bus route.

HopSkipDrive Key Distinctions

HopSkipDrive is different from any other transportation network companies. These key distinctions can be summarized by the following platform features:

1. All CareDrivers have at least **5 years of prior caregiving experience.**
2. HopSkipDrive's proprietary **Safe Ride Support System** tracks rides in real time and alerts all parties of any ride anomalies as they occur.

3. HopSkipDrive goes **above and beyond when it comes to safety**. The results speak for themselves and we publish our safety results annually.
4. HopSkipDrive's **unique TNC digital network application** makes it so that schools and families can include pertinent information about riders in the ride notes.
5. HopSkipDrive's **innovative TNC model** allows for scalability, flexibility, cost-efficiency, and better technology in the youth transportation space.

Safety with HopSkipDrive

With **over 20 million miles safely driven** across nine states (and growing!), **and partnerships with over 350 school district and county agencies**, HopSkipDrive has established itself as a leading mobility solution for individuals in need of extra care such as youth and aging adults. Our above-and-beyond approach to safety has yielded safety results that far surpass industry standards.

As reported in our 2018-19 and 2020 safety reports, which together examined data that included a total of 15 million safe miles driven by CareDrivers:

1. 0.000% of rides experienced a critical safety incident of any kind.
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.
4. HopSkipDrive CareDrivers use their phones while driving almost 8x less frequently than the average U.S. driver.

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, and 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. CareDrivers must go through our 15-point certification process, which is outlined below under the Driver Standards section, in order to gain access to the digital network.

Criteria to Stay on the Platform

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:

- Multi-Factor Authentication

Each Rider selects a secret code word, 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 code word as well as the rider's date of birth to ensure proper identification.

- 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.

Innovative

HopSkipDrive's TNC model was 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.

Telematics: Technology designed to maximize safe driving.

An industry leading third-party app records events of the six riskiest driving behaviors, including device use while driving, speeding, hard braking, hard acceleration, hard turning, and collision detection.

We can actually see the data on driving behavior and enable iterative improvement. CareDrivers receive information about their own driving patterns from the week before, along with resources on safe driving.

Transparency and Visibility: Our Safe Ride Support system

All authorized individuals on a child's account can track rides in real-time. This would include parents and school personnel. They also get alerts at each of the six ride stages. CareDrivers, HopSkipDrive, school personnel and parents/caregivers on a child's account have a direct line to one another.

HopSkipDrive’s Safe Ride Support system ensures we proactively and rapidly address any issues that may come up.

COVID-Safe Ride Standards: Setting the bar for the industry

HopSkipDrive not only created COVID-Safe Ride Standards back in April 2020, we published them openly to set the bar for others in the industry.

We made the decision to openly share our standards — and exactly what they entail — because we’re committed to keeping everyone safe and healthy by sharing what we know.

Relentless

HopSkipDrive doesn’t rest on our laurels. We’re constantly evaluating our own safety features and processes, using that data for continuous improvement.

Safety Advisory Board

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



Lisa Robinson
Dir. Gov’t Contracts & Prog.
HAAS Alert



Torine Creppy
President
Safe Kids Worldwide



Diana Hollander
Retired Dir. of Transportation
NV Dep’t of Education



Dr. NanaEfua Afoh-Manin



Theresa Anderson

MD, MPH, EMP
Founder Shared Harvest Fund

Region 5 Director
Nat'l Assoc. for Pupil Transportation

Annual Safety Report

We publish a detailed report of our safety metrics annually in order to provide ultimate transparency and set a high bar for the industry.

Thought Leadership in the Safety Space

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.

Driver Standards

Standards for drivers

In order to drive with HopSkipDrive, an individual must meet the following minimum qualifications, referred to as our 15-point certification:

1. **Experience:** Has at least 5 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 a 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 Vehicle Registration**

11. **Submit Proof of Automobile 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. **Adopt and adhere to the HopSkipDrive Community Guidelines**
15. **Adopt and adhere to Zero Tolerance Policies** for the use of drugs or alcohol while driving, nondiscrimination, no-touching, and no-cell phone usage.

System for ensuring compliance with criminal background and license check requirements

During the CareDriver sign-up process, HopSkipDrive completes all necessary criminal background, license, and automobile insurance check requirements, and requires hopeful CareDrivers to complete an informational program that covers policies and relevant information about working with vulnerable Riders. The sign-up process entails the following steps:

1. **Sign Up:** The hopeful CareDriver signs up to use HopSkipDrive by completing an informational form that checks for basic qualifications required to have access to the platform. Should the person have those basic qualifications, the hopeful CareDriver then completes a more detailed written questionnaire that asks for more information regarding HopSkipDrive's 15-Point Certification Process.
2. **Document Submission:** The hopeful CareDriver then uploads required documentation, including a valid driver's license, vehicle insurance, and proof of registration. This documentation is reviewed to confirm validity and that it meets HopSkipDrive and TNC requirements.
3. **Orientation:** Once documents and caregiving experience have been reviewed and confirmed, the hopeful CareDriver completes an informational program that is further outlined below under the Driver Information Program section.
4. **Meet and Greet:** After completion of the informational program, the hopeful CareDriver is invited to attend a Virtual Meet and Greet, which is held either on-camera or over the phone, with a member of the HopSkipDrive Operations Team to go through an additional presentation and to ask questions.
5. **Background Checks:** Once the hopeful CareDriver has completed their Virtual Meet and Greet, we begin the four-part background check. We run all hopeful CareDrivers through Checkr, searching the following:
 - a. Social Security Trace
 - b. National Criminal Records Check

- c. County Criminal Records Check
- d. Sex Offender Check
- e. Global Watchlist

The hopeful CareDriver also completes a state background check and a fingerprint based criminal background check against FBI records.

We run their Motor Vehicle Record through SambaSafety to pull an initial motor vehicle record, and then enroll the operator in ongoing monitoring so HopSkipDrive will be notified of any changes in violation status.

The hopeful CareDriver will also complete a Pennsylvania Child Abuse History Clearance check, searching for reports of the individual being indicated in child abuse and neglect investigations.

6. Vehicle Inspection: The hopeful CareDriver provides proof of requisite vehicle inspection to HopSkipDrive, consistent with PA statute.
7. Activation: Once the hopeful CareDriver completes steps 1-6 and the background checks have been completed and reviewed by a member of the HopSkipDrive Operations Team, the hopeful CareDriver will receive the approved HopSkipDrive vehicle decals and will then be given access to the HopSkipDrive platform.

Driver Informational Program

As mentioned above, during the onboarding process, hopeful CareDrivers complete an informational program that covers using the HopSkipDrive platform and working with youth riders and other vulnerable populations. Specifically, this course includes information covering:

- HopSkipDrive Safety Standards, Community Guidelines, and Zero Tolerance Policies which includes a zero tolerance for being under the influence of drugs or alcohol while using the HopSkipDrive Platform and antidiscrimination policies
- Use of the HopSkipDrive application, including accepting ride requests, pick-up and drop-off protocols, ride departure confirmation procedures, confirming rider identity via photo, birthday, and secret passcode
- Trauma Informed Care, for riders who have experienced trauma
- Maintaining current vehicle information and auto insurance on file
- Working with riders with special needs
- Communicating with the HopSkipDrive Safe Ride Support team, parents, and agencies via phone and text messaging to address last minute changes, trouble locating a rider, emergencies and other issues
- Safe driving practices
- Communication standards and privacy of riders (including no physical contact or photo/video)
- Emergency response procedures
- Mandatory reporting requirements

Policy regarding alcohol and drug use by CareDrivers

HopSkipDrive enforces a strict Zero Tolerance Policy that can be viewed at: <https://www.hopskipdrive.com/zero-tolerance-policy/>. The following conduct is strictly prohibited: Impaired driving, including the use, possession, or being under the influence of drugs or alcohol while using the HopSkipDrive Platform.

Should a CareDriver be suspected of violating that policy, the CareDriver's account will be paused pending a full investigation. Any CareDriver found to have violated a Zero Tolerance policy will be deactivated.

Ensuring CareDrivers have the necessary insurance coverage

During the onboarding process described above, the hopeful CareDriver uploads required documentation, including vehicle insurance. This documentation is reviewed to confirm validity and that it meets HopSkipDrive and TNC requirements. HopSkipDrive also provides disclosures in compliance with 66 Pa. Code § 2603.2, which can be found at: <https://www.hopskipdrive.com/driver-disclosures/>

The requisite affirmation pursuant to 66 Pa. Code § 2604.5 from CareDrivers occurs during the sign-up process. Here is an example of how this reads:

* Pennsylvania Driver Disclosure and Affirmation

HopSkipDrive will provide you with a notice explaining whether it provides insurance to repair your personal vehicle if you have an accident when using your vehicle in a transportation network. If HopSkipDrive does not provide coverage for damage to your car, your personal automobile insurance policy might not provide the coverage and you may be required to pay all costs to repair the vehicle yourself in the event of an accident unless you purchase extra insurance. If you financed the purchase of the vehicle or lease the vehicle, you must notify your lender or lessor that you will use your vehicle to provide transportation network service. Your lender or lessor may require you to purchase extra insurance coverage or, if you do not do so, may purchase insurance on your behalf and bill you for the costs of the policy. The failure to notify a lender or lessor or to have insurance to cover the cost of damage to the vehicle may cause your vehicle to be repossessed or your lease to be revoked. If you have questions about this notice, you should contact your insurance agent, your lender or lessor or the Pennsylvania Insurance Department. I have reviewed the driver requirements under 66 Pa.P.C.S. § 2605(b) and comply with those requirements.

I hereby affirm that I have received and reviewed the statements above.

[Add Option](#)

Ensuring CareDrivers will continuously comply with all requirements under Chapter 26, including providing service to people with disabilities

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.

While HopSkipDrive was designed with the interests of kids in mind, all individuals can use the platform. In fact, HopSkipDrive has been utilized by agencies that support aging adults - helping get these individuals to and from appointments in a safe manner. We have also partnered with agencies to get vulnerable populations access to COVID-19 vaccinations.

HopSkipDrive's digital network is accessible to customers who are blind, visually impaired, deaf and hard of hearing, and we periodically perform accessibility audits. HopSkipDrive enforces a strict antidiscrimination policy for all Users (CareDrivers, Riders, and ride organizers), which is posted on our website at: <https://www.hopskipdrive.com/zero-tolerance-policy/>. The following conduct is strictly prohibited: "Discrimination against any User on the basis of race, color, national origin, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age, sexual orientation or any other classification protected by state or federal law." A link to our Zero Tolerance Policy is also included on the electronic receipt the individual who requested the ride receives upon the completion of a ride.

CareDrivers are informed that they must transport a service animal unless they have a documented medical allergy (in which case, a different CareDriver would be matched with that Rider). No additional charge is imposed on the basis of disability status. In order to ensure Riders that use a fixed-frame wheelchair do not face barriers, HopSkipDrive will identify a local partner in the area with the authority and ability to provide a wheelchair accessible vehicle, and will assist the Rider in securing that service.

Ensuring drivers will be informed of nondiscrimination policies

As mentioned above, during the onboarding process, hopeful CareDrivers review HopSkipDrive's Zero Tolerance Policies, which includes a strict antidiscrimination policy. CareDrivers also receive information about accommodating service animals, and information about working with riders with special needs. As in all cases of a suspected Zero Tolerance Policy violation, any CareDriver suspected of violating the antidiscrimination policy (or any other User suspected of violating the policies) will have their account suspended so that they cannot conduct rides during the investigation. Any CareDriver, or other User, found to have violated the antidiscrimination policy will have their account permanently deactivated.

Vehicle Safety Program

Ensuring vehicles will continuously comply with Pennsylvania's equipment standards (67 Pa. Code, Chapter 175) and Chapter 26

As a Transportation Network Company, all CareDrivers use their own personal vehicles to conduct rides. To qualify to drive using the HopSkipDrive app, CareDriver vehicles must meet the following minimum criteria in Pennsylvania:

- 10 model years old or newer
- 4 door
- Seating capacity not to exceed 8 passengers, including the driver
- Less than 350,000 miles

- Pass inspections as required by 67 Pa. Code, Chapter 175

CareDrivers will be required to submit proof of an annual vehicle inspection that meets Pennsylvania requirements. If their vehicle no longer meets HopSkipDrive standards, their account will be paused until all compliance issues are remedied.

Plans for ensuring vehicles which no longer meet vehicle age and/or mileage standards shall be replaced in a timely fashion

HopSkipDrive tracks vehicle information in its robust compliance system. CareDrivers receive alerts when their vehicle approaches the age limit and are notified that they may no longer be eligible to provide services without registration of a new vehicle. If a vehicle no longer meets HopSkipDrive standards, the CareDriver's account will be paused until all compliance issues are remedied.

Vehicles engaged in TNC service with HopSkipDrive will display placard in accordance with Chapter 26

HopSkipDrive utilizes a placard that meets the requirements of Pennsylvania statute. Specifically, HopSkipDrive utilizes a consistent decal that CareDrivers are required to place in the front and back windshields, lower right corner, of their vehicles while logged into the HopSkipDrive system. The decal is 6" by 4" and sufficiently large and color contrasted to be visible during daylight hours at a distance of at least 50 feet. The use of this decal helps Riders and enforcement officials to be able to easily identify active HopSkipDrive CareDrivers.

Required use of the placard is communicated to CareDrivers throughout the sign-up process and in the Terms of Use. In the event it is identified that a CareDriver is not utilizing the placard in accordance with law, that CareDriver's account is paused pending resolution of the issue.

An illustration of the decal is below:



Vehicle placement is as illustrated:



Customer Service Standards

Plan to inform customers of how to file complaints with the PUC

The Zero Tolerance webpage (<https://www.hopskipdrive.com/zero-tolerance-policy/>) includes information for submitting a complaint to HopSkipDrive or relevant regulatory agency. The PUC is included among the procedures on how to report a complaint about a violation of the policy to the PUC.

Intended customer resolution procedure

The Zero Tolerance web page also includes information for submitting a complaint to HopSkipDrive, along with the complaint resolution procedure. In the case of an allegation that a HopSkipDrive User has violated a Zero Tolerance Policy, the User will not be permitted to access the app pending full investigation of the complaint. Any User found to have violated a Zero Tolerance policy is permanently deactivated and not permitted to access the app.

Insurance

HopSkipDrive exceeds the commercial insurance requirements set by statute, securing comprehensive primary auto insurance, general liability, cyber insurance, sexual abuse and misconduct, and errors & omissions insurance. HopSkipDrive has submitted a Form E in order to demonstrate compliance with Pennsylvania statute.

Financial Information

HopSkipDrive is a venture-backed, privately-held company, founded by three working moms, with headquarters located in Los Angeles, CA. We recently closed a Series C round of funding to support expansion efforts. HopSkipDrive services have dramatically increased in demand due to a growing need for socially-distanced transportation options for kids, and the widespread school bus driver shortage.

Confidential Attachment 1 – List of Shareholders and Distribution of Shares

(REDACTED)

Attachment 2 – Board Members and Officers



Board Members and Officers

Board Members

- Joanna McFarland
- Cassie Bowe
- Loni Mahanta
- Rick Heitzmann
- John Rapaport

Officers

- Chief Executive Officer: Joanna McFarland
- Chief Financial Officer: Carol Koh Evans
- Chief Product Officer: Corey McMahon

Confidential Attachment 3 – Articles of Incorporation

(REDACTED)

Attachment 4 – Pennsylvania Certificate of Registration

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF STATE

11/18/2021

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

HopSkipDrive, Inc.

is duly registered to do business under the laws of the Commonwealth of Pennsylvania and remains a registered Foreign Business Corporation so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Certificate of Registration shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set
my hand and caused the Seal of the Secretary's
Office to be affixed, the day and year above written

A handwritten signature in cursive script, reading "Veronica W. Desrosiers".

Acting Secretary of the Commonwealth

Certification Number: TSC211118151963-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify>

Confidential Attachment 5 – Letter of Support

(REDACTED)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Application of HopSkipDrive, Inc. for : Docket No. A-2022-
Transportation Network Service License :

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the **public version** of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54 (relating to service by a party).

Via First Class Mail

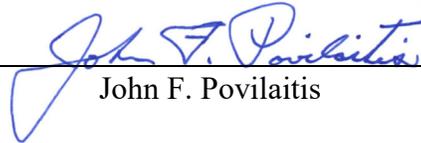
Office of Small Business Advocate
Forum Place
555 Walnut Street, 1st Floor
Harrisburg, PA 17101

Pennsylvania Public Utility Commission
Bureau of Investigation & Enforcement
PO Box 3265
Harrisburg, PA 17105-3265

Bureau of Technical Utility Services
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
3rd Floor
Harrisburg, PA 17105

Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101

Dated this 21st day of January, 2022.



John F. Povilaitis