

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission: February 14, 2025	Date AL served on parties: 02/14/2025
Carrier Name: HopSkipDrive, Inc.	PSG #: 0034668
DBA Name: HopSkipDrive	
Address: 360 E. 2nd Street, Suite 325	
City: Los Angeles State: CA	ZIP Code: 90012
Filer's Name: First, Last Margaret Tobias	
Filer's Email: marg@tobiaslo.com	Filer's Phone: 415.641.7833

AL INFORMATION

Advice Letter #: 1	Requested Effective Date: NA	AL Tier: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing: Compliance regarding services offered to unaccompanied minors		
Authorization for filing: Resolution #, Decision #, etc. Decision 24-12-016, Ordering Paragraph No. 6		
Notes/comments: Other information & reference to advice letter, etc.		

SUBMISSION INFORMATION

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.

Questions regarding the Access for All Program Advice Letter filings, please email:
tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:
AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:
CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:
Licensing_TNC@cpuc.ca.gov



February 14, 2025

Via E-Mail

E: Licensing_TNC@cpuc.ca.gov
California Public Utilities Commission
Transportation Licensing and Analysis Branch
505 Van Ness Avenue
San Francisco, CA 94102

RE: HopSkipDrive, Inc. (TCP 34668), Advice Letter No. 3, pursuant to
Decision 24-12-004

Pursuant to Decision (D.) 24-12-004, HopSkipDrive, Inc. (“HopSkipDrive”) submits this Advice Letter No. 3, as a Tier 1 advice letter, to notify the Commission of its compliance with requirements for transportation network companies who arrange transportation for unaccompanied minors as set forth in D.24-12-004.

HopSkipDrive works with families, school districts, local and county governments, and nonprofit organizations to arrange rides for youth, the elderly, and individuals with disabilities. Specifically, HopSkipDrive arranges critical transportation services in line with federal requirements for foster youth, youth experiencing homelessness, and special education youth, as well as for parents on behalf of their children. Notably, HopSkipDrive provided all tracking and safety procedures required by D. 24-12-004 prior to its adoption and restates herein those procedures.

- I. Real-time ride tracking availability to caregivers: Caregivers are able to accurately track the initiation and completion of an unaccompanied minor’s transport via the HopSkipDrive application for caregivers. The application informs caregivers when an unaccompanied minor is picked up, en route, and dropped off at the destination, as well as provides end-to-end GPS tracking along the route and a photo identification of the CareDriver and vehicle completing the ride. Caregivers without access to the application during a ride are also provided pick up, en route, and drop off notifications via SMS messaging.
- II. Safety procedures for pickup: Minors can be sure they are entering the correct vehicle, and drivers can be sure they are picking up the correct minor, through HopSkipDrive’s



pick-up procedure. This requires CareDrivers and riders to complete a two-step process. Each minor rider has a unique code word that the CareDriver must confirm before beginning a ride. The CareDriver also has access to the month and day of the minor rider's birthday, which the minor rider must confirm for the CareDriver before beginning a ride.

- III. Safety procedures for drop-off: Drivers are aware of whether unaccompanied minors are to be met at their destination by a parent or a custodial adult through the use of HopSkipDrive's "Must Be Met" feature, which allows caregivers or ride organizers to designate unaccompanied minors who "must be met" at drop-off. Drivers are provided clear information in the application at the ride destination regarding any "must be met" guidelines.
- IV. Driver training: HopSkipDrive CareDrivers undergo a specially designed virtual orientation tailored to the needs of unaccompanied minors. This includes a review of the pick-up and drop-off procedures outlined above, as well as other education important to the safe transport of unaccompanied minors, such as safe driving practices, considerations for transporting minors with disabilities, emergency preparedness, and HopSkipDrive's zero tolerance policy.

This Advice Letter is submitted as a Tier 1 filing in accordance with G.O. 96-B, and HopSkipDrive requests that this Advice Letter become effective the same day as the submission date. This advice letter is being served via email upon the parties identified on the attached R.12-12-011 service list.

Anyone may protest or respond to this advice letter, which was filed on February 14, 2025, by sending a written protest or response via email to the Consumer Protection and Enforcement Division at transportationprograms@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to the Commission within 20 days of the submission date and must be served on HopSkipDrive on the same day. A copy of the protest or response should be sent to HopSkipDrive at licensing@hopskipdrive.com.



If there are any questions regarding this advice letter, please contact the undersigned.

Respectfully submitted,

/s/ Nicole Hampton

Nicole Hampton
HopSkipDrive
Director - Legal, Compliance & Labor Relations
E: licensing@hopskipdrive.com