

everdriven

# Safety and Operations Report 2026



# When Safety Leads, Students Succeed

Every year, we have the opportunity to look back at the work we've done and share it with the people who trust us most: districts, families, and the communities we serve. What you're reading now is our annual commitment to that transparency, delivered on schedule. Our mission is to open doors to a brighter future for every student, every community, every day—one ride at a time. Safety is what drives our mission forward, and what brings our team together to do this very important work.

EverDriven's approach to safety is built on a layered model that combines centralized oversight, local operational support, and advanced technology systems. This structure ensures that every ride is supported by multiple levels of accountability, reducing risk and eliminating single points of failure common in fragmented transportation models. Every day, we combine human expertise and care with technology to ensure every ride meets the highest standards for safety and reliability.

## SAFETY

**99.99%**

of trips completed without accident, major or minor

**100%**

alignment with applicable compliance standards

**1 in 2**

vehicles equipped with in-ride cameras

**83.62%**

of rides for students with disabilities maintained the same driver

## RELIABILITY

**90.36%**

of trips arrived within 5 minutes of scheduled drop-off

**~97%**

of trips arrived within an acceptable window

**100%**

of rides tracked in real time via GPS

**2.6M+**

trips completed this reporting period

## SCALE

**30,622**

students served this year

**37**

states served and growing

**27.7M**

passenger miles driven

**20+ years**

serving 115,000+ unique students and 17M+ rides since 2015

"This is (in my opinion) the best way to transport your kiddos safely and securely to school—with GPS and notifications. This is a wonderful and professional service that still cares about your kids. It is reliable, dependable, and flexible to adjust to everything from an illness to a final exam schedule for older students. All of the drivers have made my children feel safe and secure. We all know how crazy pickup and dropoff can get. These are the professionals. They have an app for tracking your kids as well as reaching out to customer support."

- Oli, EverDriven Caregiver

That infrastructure exists for a reason. All students deserve access to education, regardless of the transportation challenges they may face. That is why we provide transportation in small-capacity vehicles driven by highly vetted drivers, and why we hold ourselves to the highest safety and performance standards in the industry.

Safe, reliable transportation does more than get students to school. Our services support regular attendance, which is one of the most important drivers of student success, educational outcomes, and district funding.

Beyond safety alone, modern student transportation must be reliable, transparent, and accountable. It's all about connecting the right ride (and the right support) to the right student at the right time. District leaders deserve visibility into the systems responsible for transporting their most vulnerable students. In this year's report, we provide even more detail into the people, processes, and technology that power our rides every day.

**As the largest national provider of student transportation across 37 states and counting, we've made our student-centric model operate at scale without losing sight of what makes this work personal. For more than 20 years, we've served tens of thousands of students across millions of trips. This year alone, we completed 99.99% of those trips without accident.**

For us, that record isn't just a number. It reflects every student who arrived at school safe, calm, and ready to learn—building the foundation for the life they want to create.

That is the work we are proud to do, and we're grateful you trust us to do it.

Sincerely,  
**Mitch Bowling**  
CEO at EverDriven



# Table of Contents

Defining Excellence in Reliability, Safety, and Accountability	4
The Nationwide Leader in Modern Student Transportation	5
Transportation That Supports Student Stability	7
Driver Safety and Compliance	8
Vehicle Safety and Reliability	9
Incident and Risk Management	11
Human-Led, Tech-Enabled Safety Oversight	12
Safe Transportation's Impact on Student Success	15

# Defining Excellence in Reliability, Safety, and Accountability

At EverDriven, transparency is a responsibility. Families, school districts, and communities trust us to provide safe, reliable transportation for students. This report provides a clear, data-driven view of our performance and the systems that support it.

Every mile driven, every student transported, and every trip completed reflects our commitment to safety, reliability, and accountability.

The numbers in this report represent data from **March 1, 2025 - February 28, 2026**, illustrating the rigor of the standards we maintain across our operations.

## SafeOps: Strengthening Safety at National Scale

For an extra layer of accountability, EverDriven's performance is now supported by SafeOps, our dedicated safety excellence council focused on strengthening standards across our national operations. SafeOps focuses on three key pillars:

- ▶ **Operational Excellence:** Standardizing proven safety protocols across driver screening, daily vehicle compliance, and incident response.
- ▶ **Technology Integration:** Leveraging safety technology, including in-vehicle cameras, real-time GPS tracking, and telematics monitoring to support transparency and proactive safety oversight.
- ▶ **Education and Support:** Delivering comprehensive safety education and compliance training for drivers, monitors, service providers, and EverDriven field teams.

Together, these pillars help strengthen vetting and monitoring, reinforce regulatory compliance, and ensure consistent safety practices across the EverDriven network.



## EverDriven's Best-in-Class Safety Model

EverDriven's model is designed to provide the highest degree of safety through centralized vetting and coordination. Our approach allows us to consistently enforce Department of Education and state-level compliance standards across our network.

We integrate trusted service providers, our own local field operations teams, and centralized safety oversight via our student monitoring team into one unified approach.

### This enables:

- ▶ Centralized visibility across all rides nationwide
- ▶ Local, on-the-ground operational accountability in every district
- ▶ Consistent compliance with Department of Education and state-level standards

EverDriven's structure ensures multiple layers of monitoring, intervention, and support—resulting in the strongest safety outcomes and best-in-class operational resilience.

## The Nationwide Leader in Modern Student Transportation

We support students across the country with safe, reliable transportation designed for complex needs and real-world district challenges. **During this reporting period:**



**30,622**  
students served



**27,677,766**  
miles driven



**2,620,956**  
trips completed

**100%**  
alignment with applicable  
compliance standards

EverDriven meets or exceeds state and Department of Education regulations governing small-capacity vehicles.



# Transportation That Supports Student Stability

EverDriven specializes in transporting students with complex needs, where reliability, flexibility, and customized care matter most. Many of our students are supported in-vehicle by specialized safety equipment and dedicated monitors educated in student safety, behavioral support, and the unique needs of students with disabilities.

## Students Supported by Need Category

**16,250**

student facing housing instability

**10,333**

students in special education programs

“What I appreciate about our EverDriven drivers is that they take relationship-building to heart, and they take it really seriously. In the videos that I’ve seen of rides from our EverDriven drivers, they’ve done a great job connecting with our students and helping prepare them for their day.”

- Lisa Riveros, Transportation Director, Wichita Public Schools

## Same-Driver Consistency for Students with Disabilities

**83.62%** of rides for students with disabilities maintained the same driver.

41.87% of districts selected to support students with monitors or specialized safety equipment in vehicles.

For students with specialized needs—including those with disabilities or experiencing housing instability—transportation consistency is directly tied to better academic and social outcomes. Familiar drivers, structured routines, and trained monitors help students feel safe, supported, and ready to learn before they even go through the door to school.

“We’ve been using this service for three school years and we’re extremely happy. They make sure to keep the same driver, which is very important to my daughter, and we’re very pleased with the safety and monitoring of the service.”

- Linnet, EverDriven Caregiver

# Driver Safety and Compliance

EverDriven maintains the most comprehensive driver vetting processes in the industry, ensuring drivers are qualified and prepared to support student safety. Continuous monitoring and regular screenings help us uphold these standards across every mile we drive.

## 100% of drivers must complete:

- ▶ Pre-service drug testing
- ▶ Multi-layered background checks
- ▶ National Sex Offender Registry screening
- ▶ Motor vehicle record review
- ▶ English language proficiency

## 100% of drivers must complete *ongoing* driver education, including:

- ▶ Defensive driving
- ▶ Safety protocol adherence
- ▶ Sensitivity practice for students with special needs

Beyond meeting essential compliance regulations, EverDriven incorporates structured onboarding and readiness protocols designed specifically for the students we serve. Because our riders include some of the most vulnerable student populations in the country, preparation goes well beyond a background check.

Population	What We Prepare Drivers For
Students with disabilities	Adaptive vehicle operation, safety equipment use, behavioral awareness, de-escalation, adjusting rides based on individual needs assessment
Students experiencing housing instability	McKinney-Vento-specific education, flexible routing, school-of-origin continuity
Students in early childhood education	Age-appropriate care, car seat and booster seat protocols, adaptive vehicles
Students in foster care	Housing transition awareness, route flexibility, consistent and calm ride environment
Students out of district or in hard-to-reach areas	Complex route management, small-capacity vehicles, access to specialty programs

All drivers also complete service provider onboarding aligned to district and Department of Education requirements. Ongoing performance monitoring and coaching based on real ride data ensures that preparation does not stop at onboarding.

**“The level of safety was far beyond what we expected. Once we understood the vetting process, we felt completely reassured.”**

- Dr. Larina Thomas, Special Education Director at Richmond County School System

### **EverDriven Monitors**

Many of our rides include monitors, whose sole responsibility is to protect both the child and the driver. EverDriven Monitors are trained in pick-up and drop-off protocols, ensuring specialized safety equipment is in place, quickly picking up behavioral cues from a child, and thoroughly understanding de-escalation practices. Our monitors are required to pass a comprehensive education course before their first ride and then meet continuing education requirements. They're another example of our commitment to providing a human touch.

## **Vehicle Safety and Reliability**

Every vehicle operating in the EverDriven network meets strict third-party safety standards and receives random safety checks. We invest continuously in new technology to improve vehicle safety and transparency.

**100% of vehicles must pass annual safety inspections by a certified third party.**

### **Compliance with Education-Specific Standards**

EverDriven meets or exceeds state and Department of Education regulations governing small-capacity vehicles. Compliance is verified every 24 hours and validated before offering trips to drivers. Our services are purpose-built around the unique needs of students, especially those with disabilities, McKinney-Vento protections, or IEP requirements.

This is not the case with Transportation Network Companies (TNCs), which comply with the Public Utilities Commission requirements for commercial ride-shares.

## Here's how EverDriven safety standards compare to TNCs:

	EverDriven	TNC Drivers
Primary Passengers	Students (special education, McKinney-Vento, foster, etc.)	General public
Regulatory Oversight	Aligned with state and U.S. Department of Education regulations	State Public Utilities Commission
Background Screening	Extensive screening (national criminal, sex offender registry, child abuse registry, fingerprinting), continuous monitoring of background and Motor Vehicle Records	Basic criminal background check; typically no continuous monitoring or annual check
Driver Training	Student-specific safety training, student interaction, and crisis response	"Safe" driving; behind-the-wheel training generally not required
Child Safety Training	Child safety, evacuation, emergency procedures	Not required
Special Needs Awareness	Training for transporting vulnerable students (e.g. with special education or behavioral needs)	Not required
Student Management Training	Student behavior management and safety procedures	Not required
Drug & Alcohol Policies	Drug and alcohol consortium-active, continuous monitoring	"Zero tolerance," meaning action is taken after the incident has occurred
Driver Conduct Standards	Enhanced standards for working with minors	General professionalism
Ongoing Training	Yearly SafeRide education refreshers	Not required

# Incident and Risk Management

Even on a national scale, EverDriven maintains an exceptionally low accident rate across millions of rides. Strong protocols, ongoing driver education, and careful oversight help us reduce risk across our rides each year. This comprehensive approach ensures safety remains central to every part of our operations.

**99.99% of trips were completed without accident, major or minor.** We define an accident as a vehicle containing passenger(s) striking another vehicle or object.

- ▶ Collision rate per 100,000 trips: 0.002%
- ▶ Collision rate per million miles: 0.000%
- ▶ Escalation rate per 10,000 trips: 0.104%

## EverDriven measures safety across multiple dimensions, not just collisions:

- ▶ Road safety (collisions and driving behavior)
- ▶ Behavioral safety (student and driver interactions)
- ▶ Operational safety (on-time performance and ride execution)
- ▶ Student experience safety (consistency, comfort, and support)

This broader framework allows us to identify patterns early and intervene before issues escalate. **Across the reporting period, EverDriven recorded:**

- ▶ 0 critical incidents
- ▶ 0 motor vehicle fatalities
- ▶ 0 fatal assaults
- ▶ 0 incidents of sexual misconduct

These outcomes reflect the strength of our layered safety model, proactive monitoring systems, and rigorous driver onboarding and training protocols.

**“After many years of experiencing different car services, EverDriven has been exceptional. Our driver has instilled confidence and trust that our son is well taken care of as he travels to school. The driver is not only communicative, but also compassionate about his job. My son feels safe and understood, as he has a long commute to school. EverDriven is highly responsive, and the app tracks my son’s whereabouts at all times. We are very pleased with EverDriven’s services and highly recommend it.”**

- Jennifer, EverDriven Caregiver

# Human-Led, Tech-Enabled Safety Oversight

In student transportation, technology can monitor a route, but it can't make a judgment call. It can flag a delay, but it can't show up at school to solve a problem. That's why EverDriven's safety model involves a combination of technology and people working together—with centralized oversight and local teams who can act on the ground when it matters most. Across the 37 states we serve, that presence is not remote. It's real, responsive, and ready to take action when needed.

## The Role of Student Monitoring and Local Field Operations

We believe safety requires far more than just a one-time screening. EverDriven operates a dedicated Student Monitoring Team that functions as a centralized command center with real-time visibility into every trip. Using live GPS data, trip status signals, and system alerts, the team monitors ride progress, route adherence, and on-time performance from start to finish.

This team plays a proactive role in maintaining both safety and service reliability. They continuously watch for early indicators such as delays, route deviations, extended stops, or missed pickups, and step in quickly to coordinate with drivers and service providers or escalate issues when needed. This approach enables faster intervention before small issues become disruptions.

The Student Monitoring Team also supports clear, timely communication with local field operations. They ensure that internal teams and district partners have accurate updates during active trips, reinforcing transparency and alignment.

Beyond real-time response, the team contributes to continuous improvement by documenting incidents, flagging them for follow-up, and incorporating them into both root cause analysis and ongoing driver and service provider performance management.

Local field operations teams further strengthen this model by providing on-the-ground support, with eyes on both drop-off and pick-up. This team coordinates directly with drivers and responds to district needs in real time. Together, field operations and student monitoring operate as an extension of district transportation and operations teams, combining centralized oversight with local execution.

## EverDriven's Technology Solutions

The human side of our safety model is made even stronger by the technology behind it. EverDriven invests in technology that gives every stakeholder—from district administrators to parents and guardians—complete visibility into every aspect of a student's ride from the moment a driver is assigned to the moment a student enters the school door. That means real-time GPS tracking, live trip oversight, and proactive communication are built into every trip by design.

Today, districts have opted into equipping one in every two vehicles with AI-powered cameras, a more than 32% increase in coverage year-over-year. This 360-degree visibility inside and outside the vehicle is a result of a deliberate investment in tools that make accountability possible at scale. EverDriven's approach covers the full ride experience: the vehicle, the driver, the student, and every mile in between.

**100%**

of rides tracked in real time

**1 in 2**

vehicles are equipped with in-ride cameras as districts opt in for added visibility (+32.85% y-o-y)

**90.36%**

of trips arrived within 5 minutes of scheduled drop-off

### District Planning: Student Specialization

Through a portal custom-built for student trip planning, districts can not only schedule rides, but also tailor them to include mobility assistance, safety equipment, and behavioral considerations. Districts also have full visibility into the vehicle, driver, and ETA.

### Driver App: Full Transparency

This app delivers student notes, safety instructions and a driver badge before a trip, giving transparency to caregivers and school staff. Through accurate GPS tracking, everyone who cares about a student knows exactly where they're located.

### VIP App: Accurate Tracking

This app provides caregivers and school staff with real-time ride tracking, driver identification, and arrival updates. This reduces uncertainty, improves coordination, and strengthens trust. Parents can access the app in English or Spanish.

### In-Ride Cameras: 360-Degree Visibility

AI-powered, dual-facing cameras give visibility inside and outside the vehicle. This detects risky driving behaviors before they become incidents and supports driver coaching. Data is securely stored and encrypted, with access restricted to authorized personnel.

### Telematics: Deeper Monitoring

Telematics detects anything our eyes can't, using mobile technology to monitor driving behavior in real time. It tracks harsh braking, speeding, acceleration, sharp turns, and more. This visibility helps reinforce safe driving and identifies risks early.

EverDriven's technology ecosystem is designed to provide end-to-end visibility before, during, and after every ride:

**Before the ride:**

- ▶ Driver vetting, onboarding, and route planning

**During the ride:**

- ▶ Real-time GPS tracking
- ▶ AI-powered camera monitoring and telematics detecting risky behaviors such as distracted driving, tailgating, lane drifting, and near collisions
- ▶ Live trip oversight by monitoring teams
- ▶ On-the-ground support from local operations teams

**After the ride:**

- ▶ Incident review, coaching, and continuous improvement processes

## Trip Arrival Performance

**90.36%**

On-time arrival (≤5minutes)

**~97%**

Within acceptable window

**~3%**

Delayed

**“The two most hectic times of day at a school are always pick-up and drop-off. Knowing exactly which child is being dropped off or picked up, and the arrival status of their driver, is a game changer. EverDriven VIP has been great in helping us keep the pick-up and drop-off lines moving.”**

- Matt Creasman, Chester Lewis Alternative High School



# Safe Transportation's Impact on Student Success

Transportation does more than move students from one place to another. It helps create the stability students need to succeed in school. When students have reliable transportation, they are more likely to attend school consistently. Reducing missed days helps address chronic absenteeism and keeps students connected to their classrooms, teachers, and peers.

Consistent transportation also helps students arrive calm and ready to learn. Predictable routines reduce stress for students, especially those who rely on structure to start their day with confidence. For many students, the daily ride to school represents access to meals, support services, trusted adults, and the friendships that make school a place where they feel safe and supported.

**“When a student is experiencing homelessness, there’s so much unknown and so much inconsistency in their life. Having access to transportation to get them to continue coming to the same school... that little nugget of stability in such an uncertain time is invaluable to them.”**

- Emily Morgan, Success Liaison, Middletown City School District

Over time, consistent attendance and reduced stress can contribute to stronger academic outcomes, including improved classroom performance and increased graduation rates. Reliable transportation also supports families. When caregivers know their child's ride is safe and dependable, they can focus on work, family responsibilities, and supporting their child's education.

Every EverDriven ride is designed to remove the barriers that stand between students and the opportunities waiting for them in the classroom. Each trip serves a larger purpose: helping a child arrive ready to learn, remain engaged, and begin building the foundation for the life they want to create.

**“We are giving EverDriven 5/5 because it was a life changer for my son...It is the best option because my son is never late for school. It’s easy to cancel rides when we have to do so. I get updates on where the vehicle is at all times while my son is on the ride. I got to know the driver, and we had a school assistant in the car. I always recommend EverDriven for transportation based on my personal experience. The driver is a sweetheart and the staff has always been supportive and helpful. My son is autistic so as part of his supportive team they have been a great addition for us.”**

- A., EverDriven Caregiver

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