

MONITORING

Rideshare Companies Partner with First Advantage to Elevate Rider Safety

Executive Summary

At the touch of a button, rideshare companies make it possible for people to get from point A to point B—wherever they are. Using technology to quickly connect riders to drivers has changed the Transportation industry and the way people travel forever. As a founding company of the Transportation-as-a-Service gig economy, leading rideshare trailblazers are setting the safety standard for the entire industry by creating dedicated safety platforms with pre-hire checks as well as continuous criminal record checks.

In partnership with First Advantage, rideshare leaders go the extra mile with continuous criminal records monitoring as a core component of their safety platform. Drivers are not only pre-hire screened, but they are also continuously monitored for reportable criminal records activities with near-real-time reporting.

- Since the start of the criminal records continuous monitoring program, **225,569** court searches have been initiated
- Over **3,000** drivers have been removed from the road due to reportable criminal records
- Continuous criminal records monitoring in addition to pre-hire background screens has become the highest safety standard for rideshare companies

The Challenges

As incidents involving rider safety began making headlines, First Advantage’s customer partners knew they needed a better process for rider safety. The goal: “Make every single ride a safe ride” by employing a safety platform. Pre-hire criminal records and driving records checks alone were not sufficient, with more drivers added to the road every day. When advanced technology can bring a ride to anyone virtually anywhere, is there an equivalent screening technology to monitor criminal records and returns reportable data in near-real-time?



Real Results

Records are provided in near-real-time, every time. Results from these partnerships include:



over 1.8M drivers screened

since program start in 2019



8%

of Drivers had Reportable Criminal Records



over 3,000

Drivers Deemed Ineligible to Drive

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The Solution

When First Advantage first launched continuous criminal records monitoring, it was a game-changer for the Transportation market. It has helped boost these rideshare companies safety platforms.

Fast forward to today, these rideshare organizations are notified when a driver has a serious criminal infraction soon after the activity is recorded. Using the report data, these companies are equipped to take quick action to protect their customer base by suspending drivers from the road or removing them altogether.

As the industry continues to evolve and expands to serve more people—particularly as we emerge from COVID and more drivers get behind the wheel—continuous records monitoring will support the Transportation industry in the years ahead.

Conclusion

Rideshare companies' reputations and their ability to scale can be attributed to their extensive safety goals and the safety platform they have established. Today, every rider who opens their apps and selects a ride is transported with the assurance and peace of mind that the company and its drivers have set a new standard of rideshare safety.

About First Advantage

First Advantage is a leading global provider of technology solutions for screening, verifications, safety, and compliance related to human capital. Enabled by our proprietary technology platform and together with superior customer service delivered by experts who understand local markets, First Advantage helps customers around the world build fully scalable, configurable screening programs that meet their unique needs. Headquartered in Atlanta, Georgia, First Advantage has offices throughout North America, Europe, Asia and the Middle East. To learn more, please visit fadv.com.

// **Continuous criminal records monitoring in partnership with First Advantage is a critical component of Lyft's driver screening program.** It helps Lyft to more quickly identify drivers with disqualifying criminal records and remove them from our platform."

Director, Legal and Regulatory
Lyft