

**CASE STUDY**

# Rideshare Companies Partner with First Advantage to Elevate Rider Safety

**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

**Challenge**

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?

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-aService 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

## 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—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.



**“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

### Why First Advantage?

First Advantage helps organizations integrate background screening with confidence. With coverage in more than 200 countries and territories and 100+ ATS and HCM integrations, we support faster, candidate-friendly hiring across the entire workforce lifecycle.

Know your people™

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