

From: [REDACTED]
To: [Transportation](#); [Heather Moraff](#); [Nykia Mapson](#); [Superintendent](#)
Cc: [Horace Baker](#); [Varinsa Washington](#); kmoody@zumsf.com
Subject: Re: [External] Bus [REDACTED] was lost today
Date: Tuesday, August 29, 2023 10:19:27 PM

Some people who received this message don't often get email from [REDACTED] [Learn why this is important](#)

Hello,

Thank you for your responses Principal Moraff and the Transportation Department.

As fate would have it, my son did not return home today on bus [REDACTED]. Parents were asked to be patient--I was patient. Parents were asked not to call--I didn't call. I saw other parents still waiting at nearby stops and I waited as you all asked. At approximately 4:40pm, I called and spoke with [REDACTED] and she shared that she wasn't sure if [REDACTED] had gotten on the bus or not and could I confirm with another child that he was there. That's unacceptable. If I give you my kid, I expect you to know where he is and return him. After confirming with [REDACTED] and his daughter that my son had gotten on the bus, [REDACTED] did track down the bus and my son was returned to HES at approximately 5pm.

1. Where was my child from 3:10pm to 5:00pm before he was returned to school? Even if the bus departed HES at 4pm, it did not take an hour for [REDACTED] to be returned after a missed stop.
2. I want access to the gps log of bus [REDACTED] from 3:10pm - 5pm. Please provide.
3. I want access to on bus video footage during this same timeframe as it relates to my child's safety.
4. Did the driver call HES to report a child on the bus? If not, why? What is the protocol? Given yesterday and today, how will the protocol change?
5. These drivers are outsourced, what background check process has been conducted? Who in this County has verified that they are safe hires?
6. How can residents see a copy of the Zum agreement? If necessary, I can ask this question at the upcoming BOE meeting. I will happily make the time, because this rollout is a joke.
7. What are Zum's key performance indicators? I imagine that we need to measure their performance in getting kids to school and back home in order to justify having them as a vendor.
8. The driver for bus [REDACTED] shared yesterday that he will only be here for one week. Was he even properly trained? Was he simply given addresses for the gps?
9. Why isn't there direct communication between the school and the drivers? Parents immediate point of contact is the school NOT Zum or whatever snake oil company has sold you the moon and offered you pebbles. If the school doesn't know what the drivers are doing, how will parents know?

To say I'm livid is an understatement. I do not want an email response with apologies or appeasing words. I want to know where my child was from 3:10pm - 5:00pm on August 29, 2023.

Regards,

[REDACTED]

On Tue, Aug 29, 2023 at 11:44 AM Transportation <Transportation@hcpss.org> wrote:

Thank you for your email and thank you for your kindness and support in this situation.

We have many new routes, bus stops and many first-time bus drivers. Although all drivers receive training, driving observations, dry runs, etc. As you may presume, “go live” factors produce many scenarios, which result in a trickle effect.

Thank you for notifying us and thank you for your compassion in this matter.

From: [REDACTED]
Sent: Monday, August 28, 2023 8:16 PM
To: Heather Moraff <Heather_Moraff@hcpss.org>; Horace Baker <Horace_Baker@hcpss.org>; Nykia Mapson <Nykia_Mapson@hcpss.org>; Superintendent <superintendent@hcpss.org>; Transportation <Transportation@hcpss.org>
Subject: [External] Bus [REDACTED] was lost today

Some people who received this message don't often get email from [REDACTED]. [Learn why this is important](#)

! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.

Hi All,

I'm sure you all are dealing with a lot parent communication today. I don't need a response outside of someone noting they received this message.

My name is [REDACTED] and I am the mother of [REDACTED] at HES. Bus [REDACTED] was lost today. The driver missed [REDACTED] stop at [REDACTED] at approximately 4:20pm. The kids started yelling stop and the driver looped around. When the driver returned, my son got off the bus, but there were two other kids needing to be retrieved that belonged to another parent. One, a [REDACTED] boy that came walking down the sidewalk. I have no idea what stop he got off at. Another was his [REDACTED] who was asleep.

The sleeping child's parent got on the bus to retrieve her child. I asked the driver if he was

okay because the kids were yelling and seemed anxious. He said no, his gps isn't working and he didn't know where the other kids lived. He asked if I could navigate him to the other stop. I told him I would help get them home.

My son got back on the bus with me and I shared with him that my neighborhood was a loop and a dead spot for gps at times. He needed to reach [REDACTED] to get a signal. He had a paper for [REDACTED] as the next step. I navigated him the rest of the way and all kids were delivered at that one stop. He then took [REDACTED] and I back home.

I previously worked in a crisis setting and have training so thankfully this worked out, but obviously this simply can't happen. The kids were nervous, some were kindergartners.

I understand these first two weeks will be challenging, but all I ask is that the drivers have more practice times with the routes and that the routes make sense.

Regards,

[REDACTED]

[REDACTED]

From: [Brian Nevin](#)
To: [REDACTED]
Cc: kmoody@zumsf.com
Subject: RE: [External] Missing pencil box
Date: Tuesday, August 29, 2023 8:28:00 PM

Good evening [REDACTED],

Thanks for reaching out. I have included Mr. Moody as the General Manager for Zum Services. He will be able to investigate and follow up.

Brian

Brian Nevin, Director
Office of Student Transportation
Howard County Public School System
410-313-6726

From: [REDACTED]
Sent: Tuesday, August 29, 2023 8:23 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>
Subject: [External] Missing pencil box

[You don't often get email from [REDACTED]. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.

Hello Mr. Nevin,

My daughter ride bus 1053 (which was actually bus 233064) Monday afternoon home from [REDACTED]. Unfortunately, she believes she left her pencil case on the bus. Since the bus route has been canceled, she could not look for it nor ask the bus driver if it was found. Would you please check with the drivers/bus company to see if it has been found? A picture of what its exterior looks like is attached.



Please contact me back at this email or at [REDACTED]


Thank you,
[REDACTED]

From: [Stan Hernandez](#)
To: [Brian Nevin](#)
Subject: [External] Routes & Bus Numbers
Date: Monday, August 28, 2023 3:05:50 PM
Attachments: [Delete - Sheet4.pdf](#)

You don't often get email from shernandez@zumsf.com. [Learn why this is important](#)

! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.

Hey Brian, I am attaching the info you requested to this email.

Best,
Stan Hernandez
General Manager, LA Spring St

Zūm Services, Inc.

From: [Brian Nevin](#)
To: slongmore@zumsf.com
Subject: FW: [External] HCPSS update
Date: Monday, August 21, 2023 3:06:00 PM
Attachments: [image001.png](#)

FYI

Brian Nevin, Director
Office of Student Transportation
Howard County Public School System
410-313-6726

From: Helen Kelly <hkelly1@mdot.maryland.gov>
Sent: Monday, August 21, 2023 1:53 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Danielle Lueking <Danielle_Lueking@hcpss.org>
Cc: Daniel Shilling <dshilling1@mdot.maryland.gov>
Subject: RE: [External] HCPSS update

Hi Brian,

The sooner I can get the info from you, the quicker I can start working with the branches to get them in. I have some time this afternoon but tomorrow my schedule is pretty tight with interviews. Today I would need to know what offices are doable for you and what days so that I can see how the offices schedules look from a resource standpoint. Then I will need to get the driver license info and what they are specifically testing for. Just let me know.

Thanks

Helen



Helen Kelly
Administrative District Manager
Field Operations
Maryland Department of
Transportation Motor Vehicle
Administration
6601 Ritchie Highway, N.E., Glen
Burnie, Maryland 21062
hkelly1@mdot.maryland.gov
[REDACTED]
[Website](#) | [Facebook](#) | [Twitter](#)

From: Daniel Shilling <dshilling1@mdot.maryland.gov>
Sent: Monday, August 21, 2023 12:56 PM
To: Helen Kelly <hkelly1@mdot.maryland.gov>; Brian Nevin <Brian_Nevin@hcpss.org>; Danielle Lueking <Danielle_Lueking@hcpss.org>
Cc: Darla Roche (MVA) <droche@mdot.maryland.gov>; Derrick Keiser <dkeiser1@mdot.maryland.gov>
Subject: RE: [External] HCPSS update

That would be fantastic, thank you! I've cc'd Brian/Danielle (see below for what Helen needs) to provide what you're asking. I can do my best to screen them if I know what Class and Endorsements they should be receiving for everyone.

Respectfully,

Dan Shilling

Section Manager
Driver Services - Central Operations
Motor Vehicle Administration
6601 Ritchie Hwy., N.E. Rm. 210
Glen Burnie, MD 21062
dshilling1@mdot.maryland.gov
(410) 787-2990 (O)

From: Helen Kelly <hkelly1@mdot.maryland.gov>
Sent: Monday, August 21, 2023 12:03 PM
To: Daniel Shilling <dshilling1@mdot.maryland.gov>
Cc: Darla Roche (MVA) <droche@mdot.maryland.gov>; Derrick Keiser <dkeiser1@mdot.maryland.gov>
Subject: RE: [External] HCPSS update

We can assist. Do you want me to reach out to them directly? Are all 14 needing to be scheduled between this Thurs and Saturday? Will DS be able to screen the applicants prior to ensure that all ELDT required is complete and the record reflects it? (we had some issues with this last year with Howard County)

I would need to know:

what locations would be considered

MDL # for all drivers

What they specifically need so that we can schedule the appropriate times example full test, removing AB etc

How many can be scheduled at a given time in different locations or the same location (need to

know that they have the vehicle resources available. We can't use one vehicle if the times overlap or they are scheduled at multiple locations)



Helen Kelly

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[Website](#) | [Facebook](#) | [Twitter](#)

From: Daniel Shilling <dshilling1@mdot.maryland.gov>
Sent: Monday, August 21, 2023 11:36 AM
To: Helen Kelly <hkelly1@mdot.maryland.gov>
Cc: Darla Roche (MVA) <droche@mdot.maryland.gov>; Derrick Keiser <dkeiser1@mdot.maryland.gov>
Subject: RE: [External] HCPSS update

Good morning Helen,

Howard County Public School System/Zum contractor are having trouble getting appointments for about 14 or so people for CDL Skills Tests/L restriction removal tests (email thread below). Is this something you would help them with?

Respectfully,

Dan Shilling

Section Manager
Driver Services - Central Operations
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From: Derrick Keiser <dkeiser1@mdot.maryland.gov>
Sent: Monday, August 21, 2023 8:46 AM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Daniel Shilling <dshilling1@mdot.maryland.gov>
Cc: Danielle Lueking <Danielle_Lueking@hcpss.org>; Darla Roche (MVA) <droche@mdot.maryland.gov>
Subject: RE: [External] HCPSS update

Good Morning Brian,

We have to reach out the field as we don't make the appointments for skills tests.

[@Daniel Shilling](#) please get assistance from Helen Kelly

Derrick Keiser
Driver Services Manager
Central Operations
Motor Vehicle Administration
6601 Ritchie Hwy
Glen Burnie, MD 21062
dkeiser1@mdot.maryland.gov
(410) 768-7243 (O)
[Website](#) | [Facebook](#) | [Twitter](#)

From: Brian Nevin <Brian_Nevin@hcpss.org>
Sent: Sunday, August 20, 2023 11:35 PM
To: Daniel Shilling <dshilling1@mdot.maryland.gov>
Cc: Danielle Lueking <Danielle_Lueking@hcpss.org>; Darla Roche (MVA) <droche@mdot.maryland.gov>; Derrick Keiser <dkeiser1@mdot.maryland.gov>
Subject: Re: [External] HCPSS update

Good evening Daniel,

We are now 1 week from the first day of school in Howard County. So far the MVA has been very helpful in getting appointments for people at Zum. As we are now down to crunch time they could use an additional 14 or so appointments. Ideally they would be between Thursday and Saturday but I'm sure they can work with anything. Some I believe only need the air brake endorsement. Then I also believe they could use extra appointments the following week.

Please let me know if there is any way you can help.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

410-313-6726

On Aug 16, 2023, at 4:12 PM, Daniel Shilling <dshilling1@mdot.maryland.gov> wrote:

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Hello Brian and Danielle,

The agreement is under review for changes. If we are able to remove the three year requirement we could potentially move forward with the conversation. Stay tuned.

In the meantime, I have a couple of additional questions for you:

1. What entity would be conducting the CDL training program, HCPSS or Zum?
2. During training/testing, would applicants employed/enrolled as a student of HCPSS or Zum?

Respectfully,

Dan Shilling

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dshilling1@mdot.maryland.gov
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original message and any copy of it from your computer system.

From: [Helen Kelly](#)
To: [Brian Nevin](#); [Daniel Shilling](#); slongmore@zumsf.com
Cc: [Danielle Lueking](#); [Darla Roche \(MVA\)](#); [Derrick Keiser](#); [Monica Pringle](#)
Subject: RE: [External] HCPSS update
Date: Monday, August 21, 2023 1:57:49 PM
Attachments: [image001.png](#)

Some people who received this message don't often get email from hkelly1@mdot.maryland.gov. [Learn why this is important](#)

Hi Brian,

I just sent you an email while you were sending this. I have some time today to start mapping this out. Tomorrow will be difficult for me so if I can get an idea of what locations work and what days and test types are needed, I can see what the resources in the offices look like to add additional tests. If we are looking at Thursday through Saturday, I would need to start putting this together this afternoon. Just let me know



Helen Kelly

Administrative District Manager
Field Operations
Maryland Department of
Transportation Motor Vehicle
Administration
6601 Ritchie Highway, N.E., Glen
Burnie, Maryland 21062
hkelly1@mdot.maryland.gov

[Website](#) | [Facebook](#) | [Twitter](#)

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Cc: Helen Kelly <hkelly1@mdot.maryland.gov>; Danielle Lueking <Danielle_Lueking@hcpss.org>; Darla Roche (MVA) <droche@mdot.maryland.gov>; Derrick Keiser <dkeiser1@mdot.maryland.gov>; Monica Pringle <Monica_Pringle@hcpss.org>
Subject: Re: [External] HCPSS update

Hi Daniel and company,

I have included my contact from Zum so she can work directly with you guys. In addition I have included Monica who is in charge of our drivers in Howard County.

Your assistance in helping with this is greatly appreciated.

Thanks again

Brian

Brian Nevin, Director
Office of Student Transportation
410-313-6726

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That would be fantastic, thank you! I've cc'd Brian/Danielle (see below for what Helen needs) to provide what you're asking. I can do my best to screen them if I know what Class and Endorsements they should be receiving for everyone.

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dshilling1@mdot.maryland.gov
(410) 787-2990 (O)

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Subject: RE: [External] HCPSS update

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Driver Services Manager

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Brian Nevin, Director
Office of Student Transportation

410-313-6726

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Dan Shilling

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From: [Sheila Fike](#)
To: [Adkins Enterprises](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Blue Horizons 2 \(jareddef@gmail.com\)](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Dorestes Bus Service](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [W Daniels Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#)
Cc: [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Brian Nevin](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)
Subject: Annual Start up booklet
Date: Monday, August 21, 2023 1:07:50 PM
Attachments: [Start up booklet 23-24.docx](#)

Good afternoon,
Please find attached the Annual Start up booklet.
Thank you,
Sheila

Sheila Fike

Executive Assistant I
Howard County Public School System
Office of Student Transportation
5451 Beaverkill Road
Columbia, MD 21044
410-313-6821

"You're braver than you believe, stronger than you seem, and smarter than you think." A. A. Milne

From: [Brian Nevin](#)
To: [Kami Moody](#)
Subject: Fwd: Athletics
Date: Wednesday, August 16, 2023 8:21:10 AM
Attachments: [Outlook-1520964437.png](#)
[AAM directory w cell info SY24 \(1\).pdf](#)

See below

Brian Nevin, Director
Office of Student Transportation
410-313-6726

Begin forwarded message:

From: Jack Davis <Jack_Davis@hcpss.org>
Date: August 15, 2023 at 12:47:18 PM EDT
To: Brian Nevin <Brian_Nevin@hcpss.org>, Sarah Skinner
<sarah@ridezum.com>, Liz Sanchez <liz@ridezum.com>
Subject: Re: Athletics

Good afternoon,

Attached you will find our directory for Athletics with all contact information.

Thank you!

JD

John Davis, CAA
Director of Athletics
Division of School Management and Instructional Leadership
Howard County Public School System
410-313-6631

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From: Brian Nevin <Brian_Nevin@hcpss.org>
Sent: Tuesday, August 15, 2023 12:12 PM

To: Sarah Skinner <sarah@ridezum.com>; Liz Sanchez <liz@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>

Subject: Athletics

Good afternoon everyone,

Just wanted to get everyone together on the Athletics front. I have now shared all athletic schedules. Last night all schools except Centennial which I shared just a couple minutes ago.

I think it would be helpful to get contact information exchanged for this process.

Zum - will need email and phone numbers of all AAM's that will be contacting them.

JD/AAM'S – will need who to contact and how to contact for schedule updates, changes, regular communication, etc.

Please let me know if I missed anything or you have any questions.

Thanks

Brian

Brian Nevin, Director
Office of Student Transportation
Howard County Public School System
410-313-6726