

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Michelle M. Leader](#); [Brian Nevin](#); [James C. Fritz](#)  
**Subject:** CCES bus 1180 & 1196 updated run sheets, 8/30/23  
**Date:** Wednesday, August 30, 2023 5:14:19 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Slight change made to both these routes due to overload. Please review the attached.

**Start Date: Friday, 9/1/23**

Thank you!

**From:** [Christine Hayes](#)  
**To:** [Kimberly J. Dillard](#)  
**Cc:** [Brian Nevin](#); [Francesca A. Graham](#); [Adam Downes](#); [Sonia D. Hurd](#); [Sarah Skinner](#); [Shilpan Patel](#); [Cecilia Ferdows](#)  
**Subject:** [External] Re: Fw: Zum-Positive Experience  
**Date:** Wednesday, August 30, 2023 11:58:11 AM

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

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Kim,

Thank you so much for graciously sharing this. We are so fortunate to partner with Thunder Hill!

Best,

Christine

On Wed, Aug 30, 2023 at 11:54 AM Kimberly J. Dillard <[Kimberly\\_Dillard@hcpss.org](mailto:Kimberly_Dillard@hcpss.org)> wrote:

Please see the attached email regarding the great experience that our ZUM professionals have had on our students. THANK YOU ALL for your hard work!!

Stay safe and be well,

*Ms. Kimberly J. Dillard, M.Ed.*  
Assistant Principal  
*she, her, hers*

---

**From:** Katherine Veenstra <[Katherine\\_Veenstra@hcpss.org](mailto:Katherine_Veenstra@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 9:34 AM  
**To:** Kimberly J. Dillard <[Kimberly\\_Dillard@hcpss.org](mailto:Kimberly_Dillard@hcpss.org)>; Sonia D. Hurd <[Sonia\\_Hurd@hcpss.org](mailto:Sonia_Hurd@hcpss.org)>  
**Subject:** Zum

Hi –

I just wanted to make sure you were aware that this morning Zum put a [REDACTED] aide on [REDACTED] bus – I assume this was done unprompted from us. After his struggle 2 days in a row (it took us almost an hour yesterday to get him off his bus 😞) – [REDACTED] was off the bus with the aide before I got out there.

This is incredible!! I am so impressed with how patient his bus driver has been and how they

worked to solve this problem!!

■ had an entirely different morning because the bus driver advocated for him!

I don't know if you have his driver's name...but I just felt like someone should be aware of how much their team went out of their way for our student

**Kasey Veenstra, M.Ed.**

School Counselor

[THES Rainbow Representative](#)

Pronouns: [she/her/hers](#)

Thunder Hill Elementary School

Howard County Public School System

School Phone: (410) 313-6922

*"Injustice anywhere is a threat to justice everywhere." Dr.  
Martin Luther King, Jr.*

**For immediate help with depression, suicidal thoughts, or other serious mental health issues, please contact:**

**Grassroots Crisis Intervention at 410-531-6677**

The Maryland Crisis Hotline: Dial 211 and then choose option 1

The Crisis Text Line: Text 741741 and a trained counselor will respond.

The National Suicide Prevention Hotline at 1-800-273-8255

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Horace Baker](#); [James C. Fritz](#); [Brian Nevin](#)  
**Subject:** AHS ARL bus 1078 shuttle run sheets  
**Date:** Wednesday, August 30, 2023 11:48:49 AM  
**Attachments:** [Driver Directions.pdf](#)

---

We need to add another bus to Atholton in the morning for ARL shuttles.

**Start Date: Thursday, 8/31/23**

Thank you!

**From:** [Liz Sanchez](#)  
**To:** [Monica Pringle](#)  
**Cc:** [Vivek Garg](#); [Brian Nevin](#)  
**Subject:** [External] Safety Concerns  
**Date:** Wednesday, August 30, 2023 11:28:31 AM

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Hi Monica,

As per our conversation, we have several buses with overloads and we need some direction on this topic. We cannot load a bus more than what it is built for; unless of course there is a separate rule in Maryland that I am not aware of.

Please advise.

Thanks

Liz



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

**From:** [Ritu Narayan](#)  
**To:** [Michael Martirano](#)  
**Cc:** [Brian Nevin](#); [Scott Washington](#); [Vivek Garg](#); [Liz Sanchez](#); [Sarah Skinner](#)  
**Subject:** [External] Zum Founder Day 2 Update  
**Date:** Wednesday, August 30, 2023 1:59:37 AM

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You don't often get email from [ritu@ridezum.com](mailto:ritu@ridezum.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.**

Hello Dr. Martirano,

I'm writing to you this evening to provide an update following Day 2 of Zum's school transportation service in Howard County.

First, I would like to acknowledge that disruptions over the past two days have placed enormous stress on the HCPSS community. For that, I would like to apologize to you and to all impacted. I want you to know that we are working around the clock and in close coordination with HCPSS staff to remedy all outstanding issues and to ensure that all students have access to safe and reliable transportation. This is the reason I started Zum, and our team will work relentlessly to deliver on that commitment.

Second, I want to update you on performance to date, offer information about challenges we've faced, and lay out the actions we're taking to address those challenges:

- On Monday morning, August 28th, we had 20 of our drivers call in, stating they would not come into work. To minimize disruption, we made the proactive decision to suspend 20 routes for the first week. While not ideal, this allows families to plan ahead rather than react every day of the week.
- To incentivize driver attendance, we have implemented an \$500 attendance bonus for the coming 4 weeks, with the goal of reinstating those 20 routes as soon as possible.
- As of yesterday, August 29th, we have digitized all routes and entered them into our GPS system. This means all Zum drivers have full route information, including GPS-enabled tablets and turn-by-turn directions for every stop on their route.
- We also successfully implemented a staggered morning departure schedule to

eliminate traffic leaving our bus yard.

- Finally, as of yesterday, 210 of our bus routes were fully operational. Of those routes, 95% reported an on-time arrival for their first stop in both morning and afternoon runs, though buses are experiencing delays on subsequent routes due to stacking. Our team is working diligently with your staff to resolve these routing issues.

Finally, I want to share that, in response to repeated media inquiries and input from HCPSS families, I have written a blog post updating the Howard County community on Zum's progress to date. You can find that post [here](#). I intend to update it as we progress through the week.

I remain committed to this partnership, to HCPSS, and to the safe, reliable, and timely transportation of every student in Howard County. I am available to meet in person or over the phone at any time.

Sincerely,  
Ritu

--



[ridezum.com](http://ridezum.com)

**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Cc:** [Vivek Garg](#); [Scott Washington](#); [Stan Hernandez](#)  
**Subject:** Re: [External] Re: Patuxent Valley MS  
**Date:** Tuesday, August 29, 2023 11:14:08 PM

---

Hi Liz,  
Thank you for making this right.  
Brian

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

On Aug 29, 2023, at 11:15 AM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

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Hi Brian,

This is one of the routes where the driver did not show up and we sent a substitute driver at the last minute. We will remove the current assigned driver that has not been showing up to work and assign an experienced driver.

Thanks  
Liz



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]



Sender notified by  
[Mailtrack](#)

On Tue, Aug 29, 2023 at 10:42 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Bus 1107 for PVMS has been an issue the past 2 days. This same route was also an issue last year. I need it to be prioritized for exceptional service.

Not sure what happened today – if they did in wrong order or left lot way late



but they didn't get to PVMS until after 9. Then heard from Murray Hill that they may have ran route backwards or something.

Thanks for your help with this route. Please let me know that this can be handled.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Liz Sanchez](#); [Scott Washington](#)  
**Subject:** RE: [External] Re: Patuxent Valley MS  
**Date:** Tuesday, August 29, 2023 10:49:15 AM

---

Thank you!

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

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 10:48 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Subject:** [External] Re: Patuxent Valley MS

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We will put a different driver on this route and will try to do a dry run again.

This will be fixed tomorrow.

On Tue, Aug 29, 2023 at 07:42 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Bus 1107 for PVMS has been an issue the past 2 days. This same route was also an issue last year. I need it to be prioritized for exceptional service.

Not sure what happened today – if they did in wrong order or left lot way late but they didn't get to PVMS until after 9. Then heard from Murray Hill that they may have ran route backwards or something.

Thanks for your help with this route. Please let me know that this can be handled.

Brian

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

**From:** [Brian Nevin](#)  
**To:** [Shilpan Patel](#)  
**Subject:** Tiers  
**Date:** Tuesday, August 29, 2023 9:48:00 AM  
**Attachments:** [School Start and End Times 2023 2024 SY.docx](#)

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

**From:** [Adam Downes](#)  
**To:** [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#); [cferdows@ridezum.com](mailto:cferdows@ridezum.com)  
**Cc:** [Brian Nevin](#); [James C. Fritz](#)  
**Subject:** CHS bus 1051 updated run sheets, 8/29/23  
**Date:** Tuesday, August 29, 2023 9:03:36 AM  
**Attachments:** [Driver Directions.pdf](#)

---

**Stop Added:**

- 3958 Old Columbia Rd

**Start Date: Thursday, 8/31/23**

Thank you!

**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Scott Washington](#)  
**Subject:** [External] Re: ZUM SpEd run sheets, 8/25/23  
**Date:** Tuesday, August 29, 2023 8:39:05 AM

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What is not working?

On Tue, Aug 29, 2023 at 05:38 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Vivek,

We need this confirmation. Please send the regular ed stuff to us. It's not working

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Brian Nevin  
**Sent:** Tuesday, August 29, 2023 2:09 AM  
**To:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Cc:** Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Subject:** FW: ZUM SpEd run sheets, 8/25/23  
**Importance:** High

Vivek,

Here is the special ed route sheets sent to your team. Please verify that your audit of the work in the electronic transfer matches this report.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>

**Sent:** Saturday, August 26, 2023 1:09 AM

**To:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; cferdows@ridezum.com; Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

**Subject:** ZUM SpEd run sheets, 8/25/23

**Importance:** High

**From:** [Adam Downes](#)  
**To:** [Liz Sanchez](#); [cferdows@ridezum.com](mailto:cferdows@ridezum.com); [Shiva Nagabushanaswamy](#); [Shilpan Patel](#)  
**Cc:** [Brian Nevin](#); [James C. Fritz](#)  
**Subject:** OMHS Jump Start Shuttle Change  
**Date:** Tuesday, August 29, 2023 8:15:28 AM  
**Attachments:** [Driver Directions.pdf](#)

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So sorry! I sent the wrong information earlier. The correct bus number for the OMHS Jump Start Shuttle is 1148. Thank you.

**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Abhishek Garg](#); [Scott Washington](#)  
**Subject:** Re: [External] Routesheets PDF to Tablet Progress  
**Date:** Tuesday, August 29, 2023 4:57:48 AM

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How close are we?

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

On Aug 29, 2023, at 4:16 AM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

We are almost done. It will take 40 mins or so to publish the work. We have not been able to cross check accuracy for last part as well as we would like it to be.

On Tue, Aug 29, 2023 at 01:04 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:  
Next update please

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

On Aug 29, 2023, at 3:09 AM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Gen Ed - 80%

SpEd - 60%

On Tue, Aug 29, 2023 at 00:06 Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Vivek,  
Looking for another update  
Thanks  
Brian

Brian Nevin, Director



Office of Student Transportation  
410-313-6726

On Aug 29, 2023, at 2:22 AM, Vivek Garg  
<[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Gen Ed - 80%

SpEd - 50%

On Mon, Aug 28, 2023 at 23:16 Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

What is the update?

Thanks

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 1:18 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Scott Washington  
<[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>; Abhishek Garg  
<[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Routesheets PDF to Tablet Progress

Gen Ed - 80% - auditing the work

SpEd - 10%

Vivek Garg

[Zum Services, Inc.](#)



[275 Shoreline Dr Suite 200,](#)

[Redwood City,](#)

[CA 94065](#)

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On Mon, Aug 28, 2023 at 10:01 PM Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Looking for the 1am update.

Thanks

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Monday, August 28, 2023 10:34 PM  
**To:** Scott Washington  
<[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>; Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** [External] Routesheets PDF to Tablet Progress

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General Education Routes - 60% done.

Vivek Garg

[Zum Services, Inc.](#)



[275 Shoreline Dr Suite 200,](#)

[Redwood City,](#)

[CA 94065](#)

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**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Abhishek Garg](#); [Scott Washington](#)  
**Subject:** RE: [External] Routesheets PDF to Tablet Progress  
**Date:** Tuesday, August 29, 2023 2:23:51 AM

---

Thanks

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

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**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 2:22 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Subject:** Re: [External] Routesheets PDF to Tablet Progress

Gen Ed - 80%

SpEd - 50%

On Mon, Aug 28, 2023 at 23:16 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

What is the update?  
Thanks

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

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 1:18 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Routesheets PDF to Tablet Progress

Gen Ed - 80% - auditing the work  
SpEd - 10%

Vivek Garg  
[Zum Services, Inc.](#)



[275 Shoreline Dr Suite 200,](#)  
[Redwood City.](#)

[CA 94065](#)

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On Mon, Aug 28, 2023 at 10:01 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Looking for the 1am update.

Thanks

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

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>

**Sent:** Monday, August 28, 2023 10:34 PM

**To:** Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>

**Subject:** [External] Routesheets PDF to Tablet Progress

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General Education Routes - 60% done.

Vivek Garg  
[Zum Services, Inc.](#)

[275 Shoreline Dr Suite 200,](#)  
[Redwood City,](#)  
[CA 94065](#)

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**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Subject:** RE: [External] Re: FW: WLHS bus 1173 updated run sheets, 8/28/23  
**Date:** Tuesday, August 29, 2023 2:15:00 AM

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Two of them say Tuesday. One is student on same bus – different stop. The other is added another stop in community I believe.

The 3<sup>rd</sup> may just be changing the timing and not necessarily anything with the route. Could have been feedback from your staff.

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

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 2:13 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** [External] Re: FW: WLHS bus 1173 updated run sheets, 8/28/23

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Yes we have these. What is your protocol on adding to routes. When does it go live?

On Mon, Aug 28, 2023 at 23:11 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Wanted to make sure your team passed this along.  
Thanks

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

---

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Sent:** Monday, August 28, 2023 3:40 PM  
**To:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; [cferdows@ridezum.com](mailto:cferdows@ridezum.com); Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Subject:** WLHS bus 1173 updated run sheets, 8/28/23  
**Importance:** High

**Stop Added:**

- LYNNGATE RD @ DURHAM ROAD EAST

**Start Date: Tuesday, 8/29/23**

Thank you!

**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Subject:** FW: JHES bus 1141 updated run sheet, 8/28/23  
**Date:** Tuesday, August 29, 2023 2:11:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Wanted to make sure your team passed along.

Thanks

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

---

**From:** Adam Downes <Adam\_Downes@hcpss.org>  
**Sent:** Monday, August 28, 2023 6:32 PM  
**To:** Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Cecilia Ferdows <cferdows@zumsf.com>; Liz Sanchez <liz@ridezum.com>  
**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Subject:** JHES bus 1141 updated run sheet, 8/28/23  
**Importance:** High

Fixed the arrival to the first stop so it works better with the GPS directions.



**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Subject:** FW: RHS bus 4004 updated run sheets, 8/28/23  
**Date:** Tuesday, August 29, 2023 2:11:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Wanted to make sure your team passed along.  
Thanks

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

---

**From:** Adam Downes <Adam\_Downes@hcpss.org>  
**Sent:** Monday, August 28, 2023 6:17 PM  
**To:** Cecilia Ferdows <cferdows@zumsf.com>; Liz Sanchez <liz@ridezum.com>; Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>  
**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>  
**Subject:** RHS bus 4004 updated run sheets, 8/28/23  
**Importance:** High

Student moved but remained on bus 4004.

-

**Start Date: Tuesday, 8/29/23**

Thank you!

**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Scott Washington](#)  
**Subject:** FW: ZUM Reg Ed run sheets, 8/25/23  
**Date:** Tuesday, August 29, 2023 2:06:36 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Vivek,

Here is what I have as the regular ed run sheets sent to your team. Please verify that your audit of the work in the electronic transfer matches this report.

I will forward Spec Ed separately.

Brian

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

---

**From:** Adam Downes <Adam\_Downes@hcpss.org>  
**Sent:** Saturday, August 26, 2023 1:03 AM  
**To:** Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; cferdows@ridezum.com; Liz Sanchez <liz@ridezum.com>  
**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>  
**Subject:** ZUM Reg Ed run sheets, 8/25/23  
**Importance:** High

**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#); [Sarah Skinner](#); [Scott Washington](#)  
**Subject:** Re: [External] Re: Zum: 20 Impacted Routes for Day 2 (Expected)  
**Date:** Tuesday, August 29, 2023 1:19:57 AM

---

Brian, as discussed. These routes you have mentioned above are part of 12 buses that were split in 33 vans.

If you see the timestamp on the route sheets - it is the same as the latest you had sent.

On Mon, Aug 28, 2023 at 21:54 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Vivek,

Thanks for sharing the Spec Ed PDF's with me. There are definitely discrepancies from the doc you shared with me and what you were sent on Saturday morning. To start with our PDF documents were 606 pages and yours appears to be 440. Two route discrepancies I already noticed:

4006 – you didn't have it at all – it should be MHHS, EMMS, VES

4025 – you had PVMS am but were missing the following BBES (am), GES (am), GCES NDO, PVMS (pm), BBES (pm), GES (pm)

I need your team to review the document we sent versus what you have in the google doc as this appears to be a major problem that occurred today with students not getting picked up.

I haven't gotten past these routes and haven't seen the regular ed. I am extremely concerned about this.

Please address as we are running out of time.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 12:18 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Subject:** Re: [External] Re: Zum: 20 Impacted Routes for Day 2 (Expected)

As I just spoke, yhe discrepencies were there because my team had made it using digital transfer we got from the district.

Now we are using pdf that you had sent on 1 am on Saturday to correct the data in the system.

On Mon, Aug 28, 2023 at 20:52 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening Vivek,

When the electronic process is over, please send me the list of all the routes you have left in the same format as you just did. I want to verify that there is no discrepencies as your original list appeared to have old data.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Monday, August 28, 2023 10:29 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Cc:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Subject:** [External] Re: Zum: 20 Impacted Routes for Day 2 (Expected)

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Corrections:

1053 - DMS, BMM, NES

1155 - OMH, PLE, THE

1148 - AHS, CRE

Vivek Garg

[Zum Services, Inc.](#)



[275 Shoreline Dr Suite 200,](#)

[Redwood City,](#)

[CA 94065](#)

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On Mon, Aug 28, 2023 at 6:59 PM Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Here are the 20 routes

1020 MHHS,PMS,SILES

1023 CHS, CLES, SILES

1148 SES, AHS, CRES

1161 AHS, THES

1163 WLHS, WHLMS

1165 AHS, WLMS

1168 AHS, MWMS, MSES

1191 LRHS, LEMS, AES  
1078 CMS, PRES,  
1090 HAS, BBES, GCES  
1155 DMS, BMMS, SILES  
1201 LRHS, PLES, AES  
1122 PVMS, MHMS  
1144 AHS, SES, WTES  
1053 AHS, WLMS  
1176 TSES, WTES, AHS  
1089 HAHS, BBES, GCES  
1070 HAHS, HMS, GES  
1173 WLHS, BWES, RBES  
1154 WHS, WLMS, RBES

Vivek Garg

[Zum Services, Inc.](#)



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[Redwood City,](#)

[CA 94065](#)

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**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Jahantab Siddiqui](#); [Scott Washington](#)  
**Subject:** [External] Re: Route Coverage  
**Date:** Tuesday, August 29, 2023 1:01:14 AM

---

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Brian,

Noted. We will be on top of this.

Best,

On Mon, Aug 28, 2023 at 21:59 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Vivek,

We pushed out to the communities the 20 routes that you submitted to us for lack of coverage. No later than 6am we need to know the following:

1. Any routes you can pull back and activate since more drivers showed up
2. Any additional routes that you are unable to cover.

Please make sure this timeline is followed as it is imperative that we provide the community with an appropriate amount of notice. I will be up all night so please don't hesitate to reach out with updates.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#); [Scott Washington](#)  
**Cc:** [Abhishek Garg](#)  
**Subject:** RE: [External] Routesheets PDF to Tablet Progress  
**Date:** Monday, August 28, 2023 11:52:59 PM

---

Good evening,  
Looking for an update.  
Thanks

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

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Monday, August 28, 2023 10:34 PM  
**To:** Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** [External] Routesheets PDF to Tablet Progress

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General Education Routes - 60% done.

Vivek Garg  
[Zum Services, Inc.](#)



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Redwood City,  
CA 94065  
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**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#); [Scott Washington](#)  
**Cc:** [Liz Sanchez](#); [Sarah Skinner](#)  
**Subject:** [External] Zum: 20 Impacted Routes for Day 2 (Expected)  
**Date:** Monday, August 28, 2023 10:00:06 PM

---

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Here are the 20 routes

1020 MHHS,PMS,SILES  
1023 CHS, CLES, SILES  
1148 SES, AHS, CRES  
1161 AHS, THES  
1163 WLHS, WHLMS  
1165 AHS, WLMS  
1168 AHS, MWMS, MSES  
1191 LRHS, LEMS, AES  
1078 CMS, PRES,  
1090 HAS, BBES, GCES  
1155 DMS, BMMS, SILES  
1201 LRHS, PLES, AES  
1122 PVMS, MHMS  
1144 AHS, SES, WTES  
1053 AHS, WLMS  
1176 TSES, WTES, AHS  
1089 HAHS, BBES, GCES  
1070 HAHS, HMS, GES  
1173 WLHS, BWES, RBES  
1154 WHS, WLMS, RBES

Vivek Garg  
[Zum Services, Inc.](#)

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Redwood City,  
CA 94065

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**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Scott Washington](#); [Liz Sanchez](#); [Sarah Skinner](#)  
**Subject:** Re: [External] Re: Zum : Plan for Day 2  
**Date:** Monday, August 28, 2023 8:43:08 PM

---

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Hello Brian,

We will work on these. If we are not able to make route signs as flashy as you described, they will be made during the day time when print shops are open.

Vivek Garg  
[Zum Services, Inc.](#)



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CA 94065

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On Mon, Aug 28, 2023 at 5:40 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening Vivek,

Thanks for our call. Here are a couple other things we discussed tonight and additional thoughts:

1. Signs in windows with bus numbers- the white papered signs were hard to see with the tinted windows. Can they be fluorescent and also include the name of the schools they are covering?
2. The PDF paper versions that are given to the driver in addition to what's on the tablet. Can at the top of the page for each school it have highlighted the number of stops to alert the driver how many times they should stop?

Please let me know.

Thanks

Brian

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

On Aug 28, 2023, at 6:17 PM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

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Please use this version. Thanks.

Vivek Garg  
[Zum Services, Inc.](#)



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Redwood City,  
CA 94065

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On Mon, Aug 28, 2023 at 3:15 PM Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Hello Sir,

As you had asked, I have attached a plan for Day 2.

Thanks,

Vivek Garg  
[Zum Services, Inc.](#)



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Redwood City,  
CA 94065

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**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Scott Washington](#); [Liz Sanchez](#); [Sarah Skinner](#)  
**Subject:** Re: [External] Re: Zum : Plan for Day 2  
**Date:** Monday, August 28, 2023 8:22:59 PM  
**Attachments:** [Zum - Plan for Day 2 \(3\).pdf](#)

---

Good evening Vivek,  
Please designate which 20 routes you will be unable to cover. We need this information in the next 30 minutes. We will then communicate this to our community.  
Thanks

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

On Aug 28, 2023, at 6:17 PM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

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Vivek Garg  
[Zum Services, Inc.](#)

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Redwood City,  
CA 94065

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On Mon, Aug 28, 2023 at 3:15 PM Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Hello Sir,

As you had asked, I have attached a plan for Day 2.

Thanks,  
Vivek Garg  
[Zum Services, Inc.](#)

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Redwood City,  
CA 94065

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**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#); [Shiva Nagabushanaswamy](#); [Cecilia Ferdows](#); [Liz Sanchez](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** JHES bus 1141 updated run sheet, 8/28/23  
**Date:** Monday, August 28, 2023 6:32:02 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Fixed the arrival to the first stop so it works better with the GPS directions.

**From:** [Vivek Garg](#)  
**To:** [Brian Nevin](#); [Adam Downes](#)  
**Cc:** [Abhishek Garg](#); [Sarah Skinner](#); [Liz Sanchez](#)  
**Subject:** [External] Fwd: ZUM Reg Ed run sheets, 8/25/23  
**Date:** Monday, August 28, 2023 2:03:20 PM  
**Attachments:** [Driver Directions.pdf](#)

---

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Liz just told me that she was told these are not the right route sheets for Gen Ed. These are the last set of route sheets that we got from the district - on 26 Aug at 1:10 AM ET.

Please can you verify [@Adam Downes](#) that these are the latest routes?

Thanks,

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Date:** August 25, 2023 at 10:10:47 PM PDT  
**To:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Subject:** Fwd: ZUM Reg Ed run sheets, 8/25/23

Sorry for the delay. Adam wouldn't stop working on it.

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

Begin forwarded message:

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Date:** August 26, 2023 at 1:03:12 AM EDT  
**To:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>, Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>, [cferdows@ridezum.com](mailto:cferdows@ridezum.com), Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>, Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** ZUM Reg Ed run sheets, 8/25/23

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#); [Vivek Garg](#)  
**Cc:** [Liz Sanchez](#)  
**Subject:** Report  
**Date:** Monday, August 28, 2023 1:44:17 PM

---

Is there a report that verifies that all routes were ran? I ask because schools are reporting that buses didn't show and the number is significant.

Thanks

Brian

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

**From:** [Brian Nevin](#)  
**To:** [Shilpan Patel](#)  
**Subject:** Fwd: Your scan (Scan to My Email)  
**Date:** Monday, August 28, 2023 10:09:44 AM  
**Attachments:** [scan\\_jfritz\\_2023-08-28-09-59-42.pdf](#)

---

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

Begin forwarded message:

**From:** "James C. Fritz" <James\_Fritz@hcpss.org>  
**Date:** August 28, 2023 at 10:08:18 AM EDT  
**To:** Monica Pringle <Monica\_Pringle@hcpss.org>, Adam Downes  
<Adam\_Downes@hcpss.org>, Brian Nevin <Brian\_Nevin@hcpss.org>  
**Subject:** FW: Your scan (Scan to My Email)

ARL and HCC shuttles. All ZUM schools will need coverage.

James C. Fritz  
Coordinator of Contracted Services  
Office of Student Transportation  
5451 Beaverkill Rd  
Columbia MD 21044  
(410) 313-6702

---

**From:** James C. Fritz  
**Sent:** Monday, August 28, 2023 10:07 AM  
**To:** spatel@ridezum.com; Liz Sanchez <liz@ridezum.com>  
**Subject:** FW: Your scan (Scan to My Email)

There;s two pages here- 1 is all of the ARL trips. The other is the HCC trips. They are daily shuttles and we don't assign students to them, they just get on and ride.

James C. Fritz  
Coordinator of Contracted Services  
Office of Student Transportation  
5451 Beaverkill Rd  
Columbia MD 21044  
(410) 313-6702

---



**From:** [DoNotReply@hcpss.org](mailto:DoNotReply@hcpss.org) <[DoNotReply@hcpss.org](mailto:DoNotReply@hcpss.org)>

**Sent:** Monday, August 28, 2023 10:00 AM

**To:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>

**Subject:** Your scan (Scan to My Email)

**From:** [Christopher Reagle](#)  
**To:** [Jack Davis](#); [Shilpan Patel](#)  
**Cc:** [Cecilia Ferdows](#); [Brian Nevin](#); [Jarrett Ingram](#)  
**Subject:** Re: [External] Re: Glenelg and Marriotts Ridge Athletic Trips  
**Date:** Monday, August 28, 2023 7:38:25 AM

---

Good morning,

I wanted to follow up in regards to the athletic trips for Glenelg and Marriotts Ridge and see if you be able to cover these trips.

We really appreciate you taking the time to look over these trips. but unfortunately time is of the essence in case we need to find alternative solutions.

Christopher Reagle  
Athletics and Activities Manager  
Glenelg High School

---

**From:** Christopher Reagle <Christopher\_Reagle@hcpss.org>  
**Sent:** Thursday, August 24, 2023 1:38 PM  
**To:** Jack Davis <Jack\_Davis@hcpss.org>; Shilpan Patel <spatel@ridezum.com>  
**Cc:** Cecilia Ferdows <cferdows@ridezum.com>; Brian Nevin <Brian\_Nevin@hcpss.org>; Jarrett Ingram <Jarrett\_Ingram@hcpss.org>  
**Subject:** Re: [External] Re: Glenelg and Marriotts Ridge Athletic Trips

Cecilia,

If you need any clarification please let me (Glenelg HS) or Jarrett (Marriotts Ridge) know. We would love the opportunity to work with Zum and would greatly appreciate any help you can provide covering these athletic trips.

My cell is [REDACTED] if you need to reach out.

Christopher Reagle  
Athletics and Activities Manager  
Glenelg High School

---

**From:** Jack Davis <Jack\_Davis@hcpss.org>  
**Sent:** Thursday, August 24, 2023 1:16 PM

**To:** Shilpan Patel <spatel@ridezum.com>

**Cc:** Cecilia Ferdows <cferdows@ridezum.com>; Brian Nevin <Brian\_Nevin@hcpss.org>; Jarrett Ingram <Jarrett\_Ingram@hcpss.org>; Christopher Reagle <Christopher\_Reagle@hcpss.org>

**Subject:** Re: [External] Re: Glenelg and Marriotts Ridge Athletic Trips

Thank you. I am adding the athletic directors for these schools to this email. I will not be available for a few days.

Sent from my iPhone

On Aug 24, 2023, at 9:50 AM, Shilpan Patel <spatel@ridezum.com> wrote:

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Hey JD,

Sorry for not getting back to you sooner. I'm cc'ing Cecilia Ferdows, our School Operations Manager, she's going to assist with field trips as I am away from my computer quite often.

Cecilia,

Can you help JD with getting these trips confirmed?

Sincerely,

On Aug 22, 2023, at 1:50 PM, Jack Davis <Jack\_Davis@hcpss.org> wrote:

Good afternoon,

I just wanted to reach out to you to see if you could take this on as well. I know you are doing a lot already. Once again, we find GHS and MRHS needing some one-way drop-offs. If you have any availability to do this, please let me know asap. Attached are the trips they need covered. If not, I will reach out to some other contractors.

Thanks,

JD

John Davis, CAA  
Director of Athletics  
Division of School Management and Instructional Leadership  
Howard County Public School System  
[410-313-6631](tel:410-313-6631)

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**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#); [Vivek Garg](#)  
**Subject:** [External] Züm Updates for HCPSS - August 27, 2023  
**Date:** Monday, August 28, 2023 1:49:08 AM

---

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Hi Brian,

In preparation for launch tomorrow and your next meeting with Dr. Martirano, I wanted to share a few highlights from the past week regarding Züm's progress for launch in Howard County and prep for Day 1. Most of this information you already know because we have been in touch with you and your team all weekend. Please let me know if you have any questions or if there is additional information I can provide.

Best,  
Sarah

#### Highlights:

- We were able to secure enough buses to run all 230 routes. Thank you for your help with the MVA to get us tags on priority.
- All routes are assigned with vehicles and drivers for Day 1. We have:
  - 228 certified school bus drivers in the system
  - 33 white van routes and drivers in the system
- Züm has called and/or texted all SpEd families to inform them of their pick up time based on the SpEd routes that we received on Saturday, 08/26.

#### Low Lights

- Züm received updated SpEd routes via email (as a PDF) on Saturday (8/26) at 1 am ET, and the digital file via FTP on Sunday (8/27) around noon ET.
  - Our team has worked extremely hard to intake these routes, assign them to drivers, and inform everyone of changes.

- We have also tried to re-do as many dry runs as possible after these route changes were communicated to us on (8/26), following our dry runs which took place on (8/23-8/25). .
- These route sheets that were sent via email do not carry any Special equipment details. We have tried to find those details from data transferred via FTP.
- Also, there are still many discrepancies between pdf routsheets sent via email and data transferred via FTP - there are routes missing or students missing in one vs another source of data. We have done our best to stitch this together to the best of our knowledge.
- As per instruction from HCPSS, Zum has deactivated access to the Zum App for HCPSS families. Any parents / guardians that try to login will receive a message saying that the app is not accessible at this time and will be rolled out formally later per the district's plan and timeline. There are two issues here:
  - Access to the app would have made it extremely easy for families to know their assigned route, pick up time and assigned driver information. Now because parents/ guardians do not have the app and routes were created so late, families are scrambling without information. We have tried to overcome this by calling and texting families.
  - Second, we are concerned that families and the HCPSS community will think that the Zum app did not work, while this is not at all the case. Zum's App was set up, ready, and would have worked seamlessly, like it does in all other districts where we operate.
- We sincerely hope that if it comes to this misplaced impression, the district will make it clear to families, school sites, and media that there was no issue with the readiness or availability of the Zum app, but rather HCPSS decided to hold back the launch and chose to postpone deployment of the Zum App.

**Sarah Skinner**

Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Update  
**Date:** Sunday, August 27, 2023 9:43:00 PM

---

Hi Sarah,

Just following up on our discussion about the weekly update. Can you please make sure I have this prior to the morning?

Also any questions or concerns you have that I can help with before the morning.

Thanks

Brian

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



**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Abhishek Garg](#); [Adam Downes](#); [Brian Nevin](#); [Liz Sanchez](#); [Vivek Garg](#); [kmoody@zumsf.com](#)  
**Subject:** [External] Re: Routes  
**Date:** Saturday, August 26, 2023 4:01:05 PM

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We received the data. We will validate and focus on importing SPED routes first.

**Some caveat:** We get multiple files from Doug. All of those files are not generated at the same time at their end. Some of them were generated at 7p EST or 9p EST. So, there will be some inconsistencies with what we received from Adam through route sheets, which we got around 1a EST. Will validate the data. Should be OK for our processing. We will get one more data refresh tomorrow morning.

Regards,  
Shiva

On Sat, Aug 26, 2023 at 9:03 AM Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Thank you, great!

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Sat, Aug 26, 2023 at 9:00 AM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks Sarah for the update. I have Doug's cell number. Will let everyone know once we receive the data.

Regards,  
Shiva

On Sat, Aug 26, 2023 at 8:48 AM Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi All,

I just spoke to Brian and he said Doug will send the route data via SFTP in 30 minutes to an hour. He understands that we need it.

Abhishek, please confirm once we have received it. I will ask Brian to confirm once Doug sends it as well.

Shiva, do you have Doug's phone number (cell), in case we need it this weekend?  
If not, I can ask Brian for his number.

Please let me know if there is anything else I can do to help.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Sat, Aug 26, 2023 at 8:34 AM Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:  
We all will get it together finally :)

On Sat, Aug 26, 2023 at 08:23 Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:  
What a disaster-

Sent from my iPhone

On Aug 26, 2023, at 11:18 AM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Liz,

I just spoke to Brian. Route sheets that Adam sent last night, that is the real route count.

On Sat, Aug 26, 2023 at 08:08 Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

Brian and Adam,

Can we please get on a Zoom call and go over this?

Thanks,

On Sat, Aug 26, 2023 at 08:03 Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

Brian,

We are looking at the routes we received and the numbers are not adding up to this summary. At this point all that has been assigned is 4 Van routes, not 10. Can you please let me know what the true counts ended up being?

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

On Fri, Aug 25, 2023 at 6:48 PM Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

I wanted to take a second and reach out about the routes and provide an update and look for some guidance. Here is where we stand as of now with the numbers:

Regular Ed – 184

Special Ed – 43

Vans – 10 (probably some regular ed students and some special ed students)

Please let me know if this works or what number we need to get down to.

We still need to work on some timing issues and maybe some other things but Adam could talk more about that if needed.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726



**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [James C. Fritz](#); [Liz Sanchez](#)  
**Subject:** Re: [External] Re: Paperwork Needed for Zum Services Howard County LLC  
**Date:** Saturday, August 26, 2023 3:58:48 PM

---

Great. Thanks for confirming!

Sarah Skinner

On Aug 26, 2023, at 12:52 PM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Received  
Thanks

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

On Aug 26, 2023, at 3:32 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Brian and Chris,  
Please confirm that you received this? Let me know if you need anything else. Thank you.  
Best,  
Sarah Skinner

Begin forwarded message:

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Date:** August 24, 2023 at 4:28:52 AM PDT  
**To:** "James C. Fritz" <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Cc:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Subject:** Re: [External] Re: Paperwork Needed for Zum Services Howard County LLC

Hi Chris,

I apologize for the delay. Please find the requested documents attached.

**Certificate of Good Standing for Zum Services  
Howard County LLC**

- **Zum COI for HCPSS - Updated 8.18.23**
- **Zum COI for HCPSS - WC**

Please let me know if you have any questions or if there is additional information I can provide.

Best,

Sarah

Sarah Skinner

Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Wed, Aug 23, 2023 at 11:56 AM James C. Fritz  
<[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)> wrote:

I still don't have these documents. From a state auditing perspective- I should have them on file prior to first day.

Do you have any updates for me?

Sent from my iPhone

On Aug 4, 2023, at 9:48 AM, Sarah  
Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

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

Hello,  
Thanks for your note. I will follow up on this and get back to you as soon as possible.  
Best,

Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Fri, Aug 4, 2023 at 5:11 AM James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)> wrote:

Good morning all-

Not sure who at ZUM would be the point of contact on this one- so casting a wide net.

We need to get a Certificate of Good Standing for Zum Services Howard County LLC – this is issued by the state of MD. I am not entirely sure of the process since Zum Services Howard County LLC is incorporated in Delaware. The Maryland State Department of Assessments and Taxation can provide guidance.

We also need proof of current Workmens Compensation Insurance for ZUM Services Howard County LLC.

These certificates have to be submitted with each renewal (annually)

Please let me know who I should work with the get these for our records.

Thanks!

James C. Fritz

Coordinator of Contracted Services

Office of Student Transportation

5451 Beaverkill Rd

Columbia MD 21044

(410) 313-6702

<MD Certificate of Good Standing - Zum Services Howard County, LLC -  
8.20.23.pdf>

<Zum COI for HCPSS - Updated 8.18.23.pdf>

<Zum COI for HCPSS - WC.pdf>



**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#); [Shilpan Patel](#); [Cecilia Ferdows](#); [Adam Downes](#)  
**Subject:** [External] Re: DMS updated run sheets for Zum  
**Date:** Saturday, August 26, 2023 3:01:59 PM  
**Attachments:** [Driver Directions.pdf](#)

---

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Thank you.  
Sarah Skinner

On Aug 26, 2023, at 10:46 AM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good afternoon,  
Sorry here is a route adjustment for one route that I had to make. We changed the stop order and location for 1 student off Gingerbread Ct. This will now be a more efficient and safer route for the driver as they won't have to turn around on Chevrolet Dr.  
Thanks  
Brian

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

---

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Sent:** Saturday, August 26, 2023 1:36 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** DMS updated run sheets for Zum

**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Re: Sending to both Robert Bruce's  
**Date:** Saturday, August 26, 2023 3:01:05 PM

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I will follow up on this as well.

Sarah Skinner

On Aug 26, 2023, at 11:12 AM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Here is another field trip school to reach out to.

Thanks

Brian

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

---

**From:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>  
**Sent:** Friday, August 25, 2023 8:01 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Re: Sending to both Robert Bruce's

Thank You!

Matt Gresick  
Social Studies Teacher  
Reservoir High School  
He/Him/His

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Thursday, August 24, 2023 9:55 PM  
**To:** Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>; Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>  
**Cc:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; Christina R. Bos <[Christina\\_Bos@hcpss.org](mailto:Christina_Bos@hcpss.org)>; Pamela Lapidés <[Pamela\\_Lapides@hcpss.org](mailto:Pamela_Lapides@hcpss.org)>; Robert C. Bruce <[Robert\\_Bruce@hcpss.org](mailto:Robert_Bruce@hcpss.org)>  
**Subject:** RE: Sending to both Robert Bruce's

Hi Matt,

Thanks for reaching out. I will contact Zum and will get this figured out.  
Brian

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

---


**From:** Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>  
**Sent:** Thursday, August 24, 2023 9:35 AM  
**To:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>;  
Christina R. Bos <[Christina\\_Bos@hcpss.org](mailto:Christina_Bos@hcpss.org)>; Pamela Lapidés  
<[Pamela\\_Lapides@hcpss.org](mailto:Pamela_Lapides@hcpss.org)>; Robert C. Bruce <[Robert\\_Bruce@hcpss.org](mailto:Robert_Bruce@hcpss.org)>  
**Subject:** Fw: Sending to both Robert Bruce's

Matt,

Thank you for the communication. I'm copying the Office of Transportation so they can reach out to Zum to see why there is a lack of response. Any concerns with these vendors should be communicated to that office.

Thanks,  
Robert

Robert Bruce, NIGP-CPP, CPPO, CPPB  
Director of Procurement and Materials Management  
Howard County Public School System  
Phone: 410-313-6722

  
Email: [Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)  
<image001.jpg>

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---

**From:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>  
**Sent:** Thursday, August 24, 2023 8:49 AM

**To:** Robert C. Bruce <[Robert\\_Bruce@hcpss.org](mailto:Robert_Bruce@hcpss.org)>; Robert Bruce  
<[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>  
**Cc:** Christina R. Bos <[Christina\\_Bos@hcpss.org](mailto:Christina_Bos@hcpss.org)>; Pamela Lapidés  
<[Pamela\\_Lapides@hcpss.org](mailto:Pamela_Lapides@hcpss.org)>  
**Subject:** Sending to both Robert Bruce's

Dear Robert Bruce,

Below you will find my email to Zum regarding the world religions field trips  
(Schedule Attached).

This field trip has been successful in engaging numerous students by  
exposing them to different cultures and building empathy for those  
communities.

It has been a week since I emailed and called with no confirmation or quote  
for services.

The field trip is logistically complicated and early confirmation is essential to  
confirm dates with hosts and lunch vendors.

I look forward to your response.

Matt Gresick  
Social Studies Teacher  
Reservoir High School  
He/Him/His

---

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) <[noreply@salesforce.com](mailto:noreply@salesforce.com)> on behalf of Zum Support  
<[support@ridezum.com](mailto:support@ridezum.com)>

**Sent:** Thursday, August 17, 2023 1:37 PM

**To:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>

**Subject:** Re: [External] sales [ ref:\_00D6AtpfT.\_5003skAYTZ:ref ]

Thanks, we'll be assigning the matter to the appropriate team so they can contact you  
back to give you with further information!

Best regards,  
Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 5:00 AM - 8:00 PM PST

----- Original Message -----

**From:** Matthew Gresick [matthew\_gresick@hcpss.org]  
**Sent:** 8/17/2023 10:20 AM  
**To:** [support@ridezum.com](mailto:support@ridezum.com)  
**Subject:** Re: [External] sales [ ref:\_00D6AtpfT.\_5003skAYTZ:ref ]

No worries and here is the documentation in PDF format.

Matt Gresick  
Social Studies Teacher  
Reservoir High School  
He/Him/His

---

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) <[noreply@salesforce.com](mailto:noreply@salesforce.com)> on behalf of Zum Support <[support@ridezum.com](mailto:support@ridezum.com)>  
**Sent:** Thursday, August 17, 2023 8:50 AM  
**To:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>  
**Subject:** Re: [External] sales [ ref:\_00D6AtpfT.\_5003skAYTZ:ref ]

You don't often get email from [support@ridezum.com](mailto:support@ridezum.com). [Learn why this is important](#)

Hello Matthew,

We hope this email finds you well.

We're sorry for our late response, but we appreciate your understanding.

We have received the docs you attached however the system don't let us open it due to image format, is there a way you can send them in a different image format such as JPG or PDF.

Best regards,  
Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 5:00 AM - 8:00 PM PST

----- Original Message -----

**From:** Matthew Gresick [matthew\_gresick@hcpss.org]  
**Sent:** 8/16/2023 10:48 AM  
**To:** [support@ridezum.com](mailto:support@ridezum.com)  
**Subject:** Re: [External] sales [ ref:\_00D6AtpfT.\_5003skAYTZ:ref ]

**oContact First Name:** Matthew

o Contact Last Name: Gresick  
o School or Organization Name: Reservoir High School  
o Contact Email : [matthew\\_gresick@hcpss.org](mailto:matthew_gresick@hcpss.org)  
o Contact Phone Number: [REDACTED]  
o Event Type: 2 Day Field Trip  
o Number of Total Passengers: 40-50  
o Date of Trip: 11/9/23 and 11/10/23 (Schedule Attached)  
o Pick Up Address: 11550 Scaggsville Rd  
o City: Fulton  
o State: MD  
o Zip: 20759  
o Pick Up Time: 8AM Both Days  
o Is it a Roundtrip: Yes  
o Destination Address: Multiple Addresses (Schedule Attached)  
o City:  
o State:  
o Zip:  
o Does the trip involve multiple stops?: Yes  
o Return Pick Up Time:  
o Return Pick Up Address:  
o Return Pick Up City:  
o Return Pick Up State:  
o Return Pick Up Zip:  
o Other Notes (If multiple stops, leave them here):

I have attached the schedules for both days. Please contact me if you have any questions or concerns. I have yet to contact the hosts and the second day might be altered somewhat due to accessibility concerns.

Thank You

Matt Gresick  
Social Studies Teacher  
Reservoir High School  
He/Him/His

---

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) <[noreply@salesforce.com](mailto:noreply@salesforce.com)> on behalf of Zum Support <[support@ridezum.com](mailto:support@ridezum.com)>

**Sent:** Wednesday, August 9, 2023 9:20 AM

**To:** Matthew Gresick <[Matthew\\_Gresick@hcpss.org](mailto:Matthew_Gresick@hcpss.org)>

**Subject:** [External] sales [ ref:\_00D6AtpfT.\_5003skAYTZ:ref ]

You don't often get email from [support@ridezum.com](mailto:support@ridezum.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.**

Hello Mathew,

Please find the form below; Please help us filling it out:

**oContact First Name:**  
**o Contact Last Name:**  
**oSchool or Organization Name:**  
**oContact Email :**  
**oContact Phone Number:**  
**oEvent Type:**  
**oNumber of Total Passengers:**  
**oDate of Trip:**  
**oPick Up Address:**  
**oCity:**  
**oState:**  
**oZip:**  
**oPick Up Time:**  
**oIs it a Roundtrip:**  
**oDestination Address:**  
**oCity:**  
**oState:**  
**oZip:**  
**oDoes the trip involve multiple stops?:**  
**oReturn Pick Up Time:**  
**oReturn Pick Up Address:**  
**oReturn Pick Up City:**  
**oReturn Pick Up State:**  
**oReturn Pick Up Zip:**  
**oOther Notes (If multiple stops, leave them here):**

Best regards,  
Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 5:00 AM - 8:00 PM PST

ref:\_00D6AtpfT.\_5003skAYTZ:ref

**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Adam Downes](#)  
**Cc:** [Shilpan Patel](#); [cferdows@ridezum.com](mailto:cferdows@ridezum.com); [Liz Sanchez](#); [Brian Nevin](#); [Douglas Kampe](#)  
**Subject:** [External] Re: ZUM Reg Ed run sheets, 8/25/23  
**Date:** Saturday, August 26, 2023 9:11:27 AM

---

**! 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 [@Douglas Kampe](#) - Can you please publish the latest data? If the PM lat long is not updated/fixed, it is fine.

Regards,  
Shiva

On Fri, Aug 25, 2023 at 10:12 PM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:  
Thanks Adam, for sending both GenEd and Sped routes for Monday.

[@Douglas Kampe](#) Not sure you are awake. If awake, do you mind kicking off the data transfer to get all the changes that Adam has done?

Regards,  
Shiva

On Fri, Aug 25, 2023 at 10:03 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:



**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Re: ZUM Reg Ed run sheets, 8/25/23  
**Date:** Saturday, August 26, 2023 1:46:40 AM

---

**! 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.**

Thank you!

Sarah Skinner

On Aug 25, 2023, at 10:10 PM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Sorry for the delay. Adam wouldn't stop working on it.

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

Begin forwarded message:

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Date:** August 26, 2023 at 1:03:12 AM EDT  
**To:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>, Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>, cferdows@ridezum.com, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>, Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** ZUM Reg Ed run sheets, 8/25/23

<Driver Directions.pdf>

**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Re: ZUM SpEd run sheets, 8/25/23  
**Date:** Saturday, August 26, 2023 1:46:26 AM

---

**! 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.**

Thank you, Brian!

Sarah Skinner

On Aug 25, 2023, at 10:11 PM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

This should include spec Ed buses and vans

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

Begin forwarded message:

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Date:** August 26, 2023 at 1:09:11 AM EDT  
**To:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>, Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>, cferdows@ridezum.com, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** ZUM SpEd run sheets, 8/25/23

<Driver Directions.pdf>

**From:** [Shilpan Patel](#)  
**To:** [Adam Downes](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [cferdows@ridezum.com](mailto:cferdows@ridezum.com); [Liz Sanchez](#); [Brian Nevin](#); [Sarah Skinner](#)  
**Subject:** [External] Re: ZUM SpEd run sheets, 8/25/23  
**Date:** Saturday, August 26, 2023 1:45:21 AM  
**Attachments:** [Driver Directions.pdf](#)

---

**! 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.**

Thanks Adam!

On Aug 26, 2023, at 1:09 AM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Douglas Kampe](#)  
**Cc:** [Abhishek Garg](#); [Adam Downes](#); [Brian Nevin](#); [Cecilia Ferdows](#); [Lipi Sanghi](#); [Shilpan Patel](#)  
**Subject:** Re: [External] Updated route data for Friday.  
**Date:** Friday, August 25, 2023 9:42:39 PM

---

Sounds good!

On Fri, Aug 25, 2023 at 6:40 PM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:  
The processes will update all files, but the only real change you should notice are those PM drop off locations along with the updated route work Adam did.

Doug Kampe

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Friday, August 25, 2023 7:39:21 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** Re: [External] Updated route data for Friday.

@Doug: Thats good. For PM routes fix, I assume you will only update stopLat and stop along in the LatLong file, for records with 'FromSchool'.

Regards,  
Shiva

On Fri, Aug 25, 2023 at 4:36 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:  
Will do!

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System

---

**From:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Sent:** Friday, August 25, 2023 7:35:21 PM  
**To:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** Re: [External] Updated route data for Friday.

For the record, my contact at Versatrans believes he figured out how to fix the PM routes. I'm going to check a few and then send the updated route and student data over. @Adam

[Downes](#) if you could let me know when you're done tonight I'll send it over.

Doug Kampe

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>

**Sent:** Friday, August 25, 2023 6:58:22 PM

**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>

**Subject:** Re: [External] Updated route data for Friday.

Thanks Brian, for the update. [@Douglas Kampe](#) we need your help publishing that data once Adam is done with his changes.

Regards,  
Shiva

On Fri, Aug 25, 2023 at 3:40 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

He is not done yet. Still making some adjustments – minor ones I believe with regular ed. As for spec ed that is still in progress.

Adam will provide an update later when he gets a chance.

Thanks

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>

**Sent:** Friday, August 25, 2023 5:33 PM

**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>

**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>

**Subject:** Re: [External] Updated route data for Friday.

Hi Adam,

Checking in. Are you done with updating the routes for Monday?

Regards,

Shiva

On Fri, Aug 25, 2023 at 8:40 AM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks, Doug, for publishing the data. I think you might need to do it again once Adam is done with today's changes. Please coordinate with Adam on that.

Thanks for following up with Tyler on the PM LatLong issue.

Regards,

Shiva

On Fri, Aug 25, 2023 at 8:34 AM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:

Hello,

I've posted data this morning, but I'm still waiting for Tyler to address the PM stop issue. There aren't a lot of occurrences where there will be an impact as you mentioned, but there are some occurrences.

I will request an update as well.

Thanks,

Doug

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Friday, August 25, 2023 11:30 AM  
**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** [External] Updated route data for Friday.

**! 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 Adam,

I assume you will be making some final changes for Zum routes today. Once you finish your changes, can you let this thread know? [@Douglas Kampe](#) you need to publish new data after that today. [@Adam Downes](#) Please share route sheets for GenEd/Sped after you are done making changes today.

Btw, [@Adam Downes](#) do you also expect to make any changes over the weekend?

[@Douglas Kampe](#) any updates on PM Lat Long issues in the LatLong file? Currently, as we said, we are using AM LatLong for PM stops too. Most of the time, it should work fine. But, there are situations where AM and PM stop addresses are different and then we will have issues. If you have a fix for this today, it would help a lot.

Regards,

Shiva

**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sarah Skinner](#); [Vivek Garg](#); [kmoody@zumsf.com](mailto:kmoody@zumsf.com); [Adam Downes](#)  
**Subject:** [External] Re: Routes  
**Date:** Friday, August 25, 2023 7:04:42 PM

---

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Also, the sooner we can get these routes, the better. Thanks for all your hard work on this!



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]



Sender notified by  
[Mailtrack](#)

On Fri, Aug 25, 2023 at 6:48 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

I wanted to take a second and reach out about the routes and provide an update and look for some guidance. Here is where we stand as of now with the numbers:

Regular Ed – 184

Special Ed – 43

Vans – 10 (probably some regular ed students and some special ed students)

Please let me know if this works or what number we need to get down to.

We still need to work on some timing issues and maybe some other things but Adam could talk more about that if needed.

Thanks

Brian

Brian Nevin, Director



Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Liz Sanchez](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Brian Nevin](#); [Vivek Garg](#); [kmoody@zumsf.com](mailto:kmoody@zumsf.com); [Adam Downes](#); [Shilpan Patel](#); [Cecilia Ferdows](#)  
**Subject:** [External] Re: Routes  
**Date:** Friday, August 25, 2023 7:04:14 PM

---

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We will look at this and circle back in the morning. I am hoping we can move some more kids into vans and make this happen.



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

On Fri, Aug 25, 2023 at 6:55 PM Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:  
Adding Shilpan and Cecilia as well.

Sarah Skinner  
Vice President of Strategic Partnerships  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Fri, Aug 25, 2023 at 3:48 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

I wanted to take a second and reach out about the routes and provide an update and look for some guidance. Here is where we stand as of now with the numbers:

Regular Ed – 184

Special Ed – 43

Vans – 10 (probably some regular ed students and some special ed students)

Please let me know if this works or what number we need to get down to.

We still need to work on some timing issues and maybe some other things but Adam could talk more about that if needed.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Re: Routes  
**Date:** Friday, August 25, 2023 7:03:05 PM

---

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Brian,

Are you ok with us potentially moving special ed kids to vans? The issue I have is I will not have enough buses and so am thinking I move some of them and can likely get it done. Let me know and we will go through this tomorrow and see what we can do.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>

On Fri, Aug 25, 2023 at 6:48 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

I wanted to take a second and reach out about the routes and provide an update and look for some guidance. Here is where we stand as of now with the numbers:

Regular Ed – 184

Special Ed – 43

Vans – 10 (probably some regular ed students and some special ed students)

Please let me know if this works or what number we need to get down to.

We still need to work on some timing issues and maybe some other things but Adam could talk more about that if needed.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation  
Howard County Public School System  
410-313-6726



Sender notified by  
[Mailtrack](#)

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** FW: (OMHS) field trips/Zum  
**Date:** Friday, August 25, 2023 1:58:00 PM

---

Hi Sarah,  
Can you give me a call about this?  
Thanks  
Brian

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

---

**From:** Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>  
**Sent:** Friday, August 25, 2023 10:38 AM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Cc:** Trumaine McCaskill <Trumaine\_McCaskill@hcpss.org>  
**Subject:** (OMHS) field trips/Zum

Hi Brian.

Trumaine McCaskill (included) is your POC for OMHS. He is in charge of field trips and will wait for you to get back with him/someone to contact him about field trips. The school has been informed that Zum is not ready to do field trips yet and with the length of time in getting them approved, school needs to know who to reach out to for them.

Thank you!

Jackie Malette  
HCPSS Office of Student Transportation  
410-313-6732  
[jacquelyn\\_malette@hcpss.org](mailto:jacquelyn_malette@hcpss.org)

*It takes a village...*

*"It's great to learn because knowledge is power!" -School House Rock*

**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [Brian Nevin](#); [Cecilia Ferdows](#)  
**Subject:** RE: [External] Re: ZUM SpEd run sheets & vans  
**Date:** Friday, August 25, 2023 10:33:24 AM

---

Will do. Thanks.

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System  
5451 Beaverkill Rd.  
Columbia, Md. 21044  
(410) 313-6728

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---

**From:** Shilpan Patel <spatel@ridezum.com>  
**Sent:** Friday, August 25, 2023 9:44 AM  
**To:** Adam Downes <Adam\_Downes@hcpss.org>  
**Cc:** Shiva Nagabushanaswamy <shiva@ridezum.com>; Brian Nevin <Brian\_Nevin@hcpss.org>; Cecilia Ferdows <cferdows@ridezum.com>  
**Subject:** [External] Re: ZUM SpEd run sheets & vans  
**Importance:** High

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Thanks Adam!

Please include Cecilia in all routing correspondence.

On Aug 24, 2023, at 4:41 PM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Fwd: FW: our excess Wilson buses: Lease to Zum for a few months  
**Date:** Friday, August 25, 2023 8:02:02 AM  
**Attachments:** [image004.png](#)

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I guess this might not work after all



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



----- Forwarded message -----

**From:** Paul Fichner <[pfichner@ridesta.com](mailto:pfichner@ridesta.com)>  
**Date:** Fri, Aug 25, 2023 at 7:57 AM  
**Subject:** FW: our excess Wilson buses: Lease to Zum for a few months  
**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

Ok, see below from what we got from MVA and one of the “supervisors”

You would have to sell / transfer them over to Zum, and they would have to make & do the required things per COMAR and HCPSS before they would be allowed to use the bus to transport children for HCPSS.

The basic item is:

- Every MD School Bus MUST have Contractor’s Lettering / Information on the bus as required by COMAR 11.19.02.20.B.(6) and,
- The contractor Lettering / Information on the bus MUST match the MD Registration of the bus as required by COMAR 11.19.02.20.E.



For Zum to use any of these (13) Wilson Buses, it would require the following:

- STA would have to Sell / Transfer the bus(es) to Zum.
- The Wilson Tags would have to be returned to the MVA.
- The PSC Decals would have to be returned and cancelled by PSC.
- Insurance on the buses would then be cancelled for Wilson
- Re-lettering each bus with the contractor's name and information.
- Re-lettering with Approved New Bus # for HCPSS.
- Bus MUST meet HCPSS specs.
- Each bus will need a HCPSS Acceptance Inspection to get an EP-216 for new tags.
- Changing the Title & Registration to Zum, cost unknown as taxes involved.
- New School Bus tags will be issued to Zum for the buses.

If you want to bring the buses BACK into AACPS Service, the buses will have to go through the same process listed above.



*Erik Faatz*

Supervisor

Vehicle Safety and Compliance

Maryland Department of Transportation

Motor Vehicle Administration

6601 Ritchie Highway, N.E.

Glen Burnie, Maryland 21062

[efaatz@mdot.maryland.gov](mailto:efaatz@mdot.maryland.gov)

(410) 768-7402 (O)

(410) 424-3189 (Fax)

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**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Subject:** Re: [External] Fwd: Vehicles  
**Date:** Friday, August 25, 2023 7:48:46 AM

---

I would recommend you getting something from Helen or her point to where to get it. Not sure what he would actually need.

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

On Aug 24, 2023, at 11:37 PM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

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FYI - you might know what this means better than I do. Let's add to the list of things to talk about tomorrow.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]

----- Forwarded message -----

From: **Paul Fichner** <[pfichner@ridesta.com](mailto:pfichner@ridesta.com)>  
Date: Thu, Aug 24, 2023 at 9:25 PM  
Subject: Re: Vehicles  
To: Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

Liz, he has to get me something from MVA that I can show to AACPS. We can't risk having those vehicles disqualified.

Sent from my iPhone

On Aug 24, 2023, at 8:53 PM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

Paul,

Thanks so much for getting back to me! I had our Director reach out and we are good to go!

How many do you have available?

Thanks

Sent from my iPhone

On Aug 24, 2023, at 2:16 PM, Paul Fichner  
<[pfichner@ridesta.com](mailto:pfichner@ridesta.com)> wrote:

Liz,

We had to inform AACPS, and they required that we go to MVA. This is completely different with the transporting of students vs. using them for training. Bottom line is we would have to sell or transfer them to you, re-register and retitle all the vehicles, turn our Wilson tags into MVA and our PSC decals must be returned and cancelled. When we take them back, do the same in reverse.

I'm sorry, it's too complicated and something is bound to go wrong for one or both of us. Now, maybe we got the wrong person @ MVA, as we know can happen. If you get vehicles from another contractor, see if they were able to avoid all this leg/paperwork.

Also, maybe someone high up @ HCPSS can cut through the red tape.

As we spoke about, nothing in MD is easy or cooperative.

Paul



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[Mailtrack](#)

**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** ZUM SpEd run sheets & vans  
**Date:** Thursday, August 24, 2023 4:41:25 PM  
**Attachments:** [Driver Directions.pdf](#)

---

**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Vivek Garg](#)  
**Subject:** [External] Fwd: Vehicles  
**Date:** Thursday, August 24, 2023 4:09:47 PM

---

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Brian,

STA is trying to help us get some buses on loan, however the director there is making it difficult. Any chance you can help us with this? Chris said MVA cannot overrule a director and so am hoping you might have some pull.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>

----- Forwarded message -----

**From:** Paul Fichner <[pfichner@ridesta.com](mailto:pfichner@ridesta.com)>  
**Date:** Thu, Aug 24, 2023 at 2:16 PM  
**Subject:** Vehicles  
**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

Liz,

We had to inform AACPS, and they required that we go to MVA. This is completely different with the transporting of students vs. using them for training. Bottom line is we would have to sell or transfer them to you, re-register and retitle all the vehicles, turn our Wilson tags into MVA and our PSC decals must be returned and cancelled. When we take them back, do the same in reverse.

I'm sorry, it's too complicated and something is bound to go wrong for one or both of us. Now, maybe we got the wrong person @ MVA, as we know can happen. If you get vehicles from another contractor, see if they were able to avoid all this leg/paperwork.

Also, maybe someone high up @ HCPSS can cut through the red tape.

As we spoke about, nothing in MD is easy or cooperative.

Paul



Sender notified by  
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**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Adam Downes](#)  
**Cc:** [Shilpan Patel](#); [Brian Nevin](#)  
**Subject:** [External] Re: ZUM Reg Ed Run Sheets, 8/23/23  
**Date:** Thursday, August 24, 2023 4:09:07 PM

---

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Thanks, Adam. We received the latest data from Doug this morning. We will ingest that and spot-check with route sheets for validation.

Regards,  
Shiva

On Thu, Aug 24, 2023 at 1:03 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

|

**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** ZUM Reg Ed Run Sheets, 8/23/23  
**Date:** Thursday, August 24, 2023 4:03:48 PM  
**Attachments:** [Driver Directions.pdf](#)

---

**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Subject:** Re: [External] Fwd: Glenelg and Marriotts Ridge Athletic Trips  
**Date:** Thursday, August 24, 2023 10:03:36 AM  
**Attachments:** [Outlook-1520964437.png](#)  
[Glenelg Alternate Bus contractors 23-24 \(1\).xlsx](#)  
[Marriotts Ridge Athletic Trips.xlsx](#)

---

This is athletics. If you can do great. If not certainly understand and you are not required.

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

On Aug 24, 2023, at 9:57 AM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

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Brian,

We are receiving requests for schools we do not service. How do you want us to proceed?

Thanks



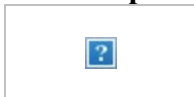
Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



----- Forwarded message -----

From: **Cecilia Ferdows** <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>  
Date: Thu, Aug 24, 2023 at 9:53 AM  
Subject: Fwd: Glenelg and Marriotts Ridge Athletic Trips  
To: Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Cecilia Ferdows**  
**School Operations Manager**



----- Forwarded message -----

From: **Shilpan Patel** <[spatel@ridezum.com](mailto:spatel@ridezum.com)>

Date: Thu, Aug 24, 2023 at 9:50 AM

Subject: Re: Glenelg and Marriotts Ridge Athletic Trips

To: Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>

Cc: Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>, Brian Nevin  
<[brian\\_nevin@hcpss.org](mailto:brian_nevin@hcpss.org)>

Hey JD,

Sorry for not getting back to you sooner. I'm cc'ing Cecilia Ferdows, our School Operations Manager, she's going to assist with field trips as I am away from my computer quite often.

Cecilia,

Can you help JD with getting these trips confirmed?

Sincerely,

On Aug 22, 2023, at 1:50 PM, Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
wrote:

Good afternoon,

I just wanted to reach out to you to see if you could take this on as well. I know you are doing a lot already. Once again, we find GHS and MRHS needing some one-way drop-offs. If you have any availability to do this, please let me know asap. Attached are the trips they need covered. If not, I will reach out to some other contractors.

Thanks,

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](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Weekly Update  
**Date:** Thursday, August 24, 2023 1:08:00 AM

---

Good evening (out your way)

Can you send me the update? Have another Dr M meeting tomorrow at 11 I believe.

Thanks

Brian

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

**From:** [Brian Nevin](#)  
**To:** [Howard R. Carter](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** Re: Zum Contact Number  
**Date:** Wednesday, August 23, 2023 9:28:23 PM

---

Hi Howard,  
I have included Ms. Skinner from Zum so that she can assist you if they have availability.  
Thanks  
Brian

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

On Aug 23, 2023, at 8:28 PM, Howard R. Carter <[Howard\\_Carter@hcpss.org](mailto:Howard_Carter@hcpss.org)> wrote:

Hi Brian,  
Sorry to bother but I'm in need of the contact infor for Zum. I would like to have them come out to our back to school night next week.

Thanks!

Get [Outlook for iOS](#)

**From:** [Douglas Kampe](#)  
**To:** [Shiva Nagabushanaswamy](#)  
**Cc:** [Adam Downes](#); [Ivan Vasilko](#); [Brian Nevin](#); [Niket Sanghvi](#); [Abhishek Garg](#)  
**Subject:** Re: [External] SPED route sheets  
**Date:** Wednesday, August 23, 2023 10:59:56 AM

---

I'm not filtering routes. The table you receive includes everything available to me. These routes are not in my table of routes. When did you receive the route sheets from Adam? Also, Adam when did you change this route and provide your sheets because the bus number does not match.

We are going to run into problems in the future if we continue to provide paper route sheets and I provide the data tables in an unsynchronized fashion. We need to determine a reasonable schedule to follow and coordinate accordingly.

Doug

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Tuesday, August 22, 2023 9:56 PM  
**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] SPED route sheets

Hi Doug/Adam,

These two SPED routes are present in route sheets that you shared, but not showing up in the data that Doug has sent.

Bus	Route	Page in Route Sheet
4037	MHMS03AS	381
4037	MHMS03PS	383

[@Douglas Kampe](#) , can you please check why it might be filtering in your routesall.txt file?

Regards,  
Shiva

On Tue, Aug 22, 2023 at 4:57 PM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:  
Got it. Thanks Adam and Doug!

On Tue, Aug 22, 2023 at 4:44 PM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:  
Noon drop-off and pick-up are supposed to be denoted as NDO and NPU respectively.

Doug Kampe



---

**From:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Sent:** Tuesday, August 22, 2023 7:32:09 PM  
**To:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] SPED route sheets

These are midday runs for Pre-K

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Tuesday, August 22, 2023 6:33:51 PM  
**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] SPED route sheets

Hi Adam,

Have a few questions on the following SPED routes:

Bus	RouteID
4019	LWESNDO
4028	FRESNDO
4067	SESNP1
4067	SESND1

1. On the SPED route sheets we received, we don't see any students on LWESNDO and FRESNDO. Is that correct?
2. Why does the above four route IDs, doesn't follow the naming convention for SPED routes? This is the naming convention we were using:

- 

**Route naming convention**

- 

Zum Route Group = Bus # from Versatrans (four digits)

- 1000, 1001 ...
- Zum Route ID = <Zum Route Group><dash><Route number from Versatrans>
- 1000-HHS01A ("A" -> AM)
- 1001-BBMS01AS ("S" -> SPED route)
- 1002-IES04P ("P" -> PM)

Regards,  
Shiva

Regards,  
Shiva

On Tue, Aug 22, 2023 at 12:36 PM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks Doug!

Regards,  
Shiva

On Tue, Aug 22, 2023 at 8:38 AM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:

I have an email to the engineer from Tyler. The bus\_stop file doesn't have a 1 to 1 relationship with the latlong file, and I believe this is causing confusion between Zum and us; particularly with the PM routes. I provided examples of this to Tyler and I'll let you know what comes of it. If it's resolved, I'll provide new files to you.

Thanks,  
Doug

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>

**Sent:** Tuesday, August 22, 2023 10:55 AM

**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>

**Cc:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>

**Subject:** Re: [External] SPED route sheets

Thanks Doug. I am able to see ZUM SPED routes in the routes file. We will process and if we have further questions will get back to you. Thank you!

Regards,  
Shiva

On Tue, Aug 22, 2023 at 7:43 AM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:

Please find the newly uploaded files from this morning. They should be the latest and greatest. Also, out of the 15,343 rows of route data, 2356 are special needs. Let me know if you have any questions.

Doug

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>

**Sent:** Monday, August 21, 2023 10:51 PM

**To:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>

**Cc:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>

**Subject:** Re: [External] SPED route sheets

Hi Doug,

Thanks for publishing updated route data onto our SFTP. We are processing the data to validate against the route sheets. One observation is we are not getting any SPED routes in the routesall.txt file. Can you check whether you are filtering out SPED routes?

Regards,  
Shiva

On Sat, Aug 19, 2023 at 8:12 AM Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)> wrote:

[+Abhishek Garg](#)

Hi Doug, have there been any changes in the route data since you uploaded it to SFTP? If so, could you please upload the latest version? We have received PDFs with route data from Adam and have noticed some discrepancies.

Thank you,  
Ivan

On Fri, Aug 11, 2023 at 5:59 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Probably will be Monday or Tuesday. Thanks.

Adam Downes

Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System  
5451 Beaverkill Rd.  
Columbia, Md. 21044  
(410) 313-6728

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---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Thursday, August 10, 2023 10:58 AM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>  
**Subject:** Re: [External] SPED route sheets

Hi [@Adam\\_Downes](mailto:@Adam_Downes) - Can you please share the RouteIDs for the Zum routes for GenEd?

Regards,  
Shiva

On Wed, Aug 9, 2023 at 7:41 AM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks Adam. Can you please share the list of Bus#, RouteID for the Zum routes for GenEd?

Regards,  
Shiva

On Wed, Aug 9, 2023 at 6:17 AM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

We will be able to share these early next week. Thanks.

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System  
5451 Beaverkill Rd.  
Columbia, Md. 21044  
(410) 313-6728

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---

**From:** Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>

**Sent:** Wednesday, August 9, 2023 2:27 AM

**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>

**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>

**Subject:** [External] SPED route sheets

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Hi Adam,

Are the SPED routes ready to share? Can you send the route sheets via our encrypted SFTP location so we don't have the data in emails?

Thanks,  
Niket

**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Adam Downes](#); [Douglas Kampe](#)  
**Cc:** [Brian Nevin](#); [Abhishek Garg](#); [Rohit Jain](#); [Lipi Sanghi](#); [Ivan Vasilko](#); [Shilpan Patel](#); [Cecilia Ferdows](#)  
**Subject:** [External] Zum Routes readiness for Day 1.  
**Date:** Wednesday, August 23, 2023 10:58:55 AM

---

**! 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 Adam and Doug,

Day 1 is approaching. We know there will be changes to the routes between now and Sunday, and we might have questions about the route data we receive. We want to use this thread to communicate all those details. I am happy to set up a daily standup for the next few days if it helps.

**Asks:**

[@Douglas Kampe](#) Can you please publish all the data every morning until Sunday to ensure we capture any changes Adam makes are reflected in our system? Post-Day-1 launch, we can figure out the cadence in which the route data needs to be shared.

[@Adam Downes](#) Can you please share the latest route sheets from Verstrans for both GenEd and Sped for us to validate our data against the routes in Verstrans?

Regards,  
Shiva

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Re: [External] Zūm/Thunder Hill Community Day  
**Date:** Tuesday, August 22, 2023 9:21:38 PM

---

That's wonderful. Thanks for sharing

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

On Aug 22, 2023, at 9:10 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

FYI

**Sarah Skinner**  
Vice President of Strategic Partnerships



[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



----- Forwarded message -----

From: **Kendra Johnson** <[Kendra\\_Johnson1@hcpss.org](mailto:Kendra_Johnson1@hcpss.org)>  
Date: Tue, Aug 22, 2023 at 9:08 PM  
Subject: Re: [External] Zūm/Thunder Hill Community Day  
To: Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
Cc: Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>, Brian Nevin  
<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

Thank you so much for your presence. It was so great to see you at the community event.

Let me know if there is anything I can do to support!

Have a great a evening!

Kendra V. Johnson, J.D., E.D.,  
Community Superintendent - Area 3  
(410) 313 - 1543  
[kendra\\_johnson1@hcpss.org](mailto:kendra_johnson1@hcpss.org)

---

**From:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Sent:** Tuesday, August 22, 2023 6:37:02 PM  
**To:** Kendra Johnson <[Kendra\\_Johnson1@hcpss.org](mailto:Kendra_Johnson1@hcpss.org)>  
**Cc:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Subject:** [External] Züm/Thunder Hill Community Day

[You don't often get email from [chayes@ridezum.com](mailto:chayes@ridezum.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

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Dr. Johnson,

It was lovely meeting you today at the wonderful Thunder Hill event. Assistant Principal Kim Dillard, and the whole School community, have been incredibly welcoming.

I was delighted to learn we are in so many of the schools in your region! We feel so privileged to partner with you and Howard County Schools.

Please don't hesitate to let us know if there is anything at all we can do for you. We very much look forward to a great school year together!

Warmest regards,

Christine



**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Subject:** Fwd: [External] Community Day Photos  
**Date:** Tuesday, August 22, 2023 9:10:46 PM  
**Attachments:** [Outlook-3vgudy1t.png](#)

---

FYI

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](#)  
[Zum Services, Inc.](#)



----- Forwarded message -----

From: **Kimberly J. Dillard** <[Kimberly\\_Dillard@hcpss.org](mailto:Kimberly_Dillard@hcpss.org)>  
Date: Tue, Aug 22, 2023 at 8:49 PM  
Subject: Re: [External] Community Day Photos  
To: Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
Cc: Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

Thank you Christine! It was a pleasure meeting you today and thank you for jumping right in. We look forward to seeing you again on Tuesday!

Stay safe and be well,

*Ms. Kimberly J. Dillard, M.Ed.*  
Assistant Principal  
*she, her, hers*



Thunder Hill Elementary School  
[www.thes.hcpss.org](http://www.thes.hcpss.org)

9357 Mellenbrook Road  
Columbia, MD 21045  
P: 410-313-6922

F: 410-313-6926

“I am no longer accepting the things I cannot change. I am changing the things I cannot accept.” — *Angela Y. Davis*

---

**From:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Sent:** Tuesday, August 22, 2023 6:31 PM

**To:** Kimberly J. Dillard <[Kimberly\\_Dillard@hcpss.org](mailto:Kimberly_Dillard@hcpss.org)>

**Cc:** Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Subject:** [External] Community Day Photos

**! 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 Kim,

Attached are a few photos I took of your wonderful Community Day. Thank you for letting me be a part of it. Such fun!

Hope you are getting some rest! I look forward to seeing you again on Friday.

Christine

**From:** [Douglas Kampe](#)  
**To:** [Adam Downes](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Brian Nevin](#); [Ivan Vasilko](#); [Niket Sanghvi](#)  
**Subject:** Re: [External] SPED route sheets  
**Date:** Tuesday, August 22, 2023 9:11:32 AM

---

I show 272 special ed routes in the file. These are routes where the package ID begins with an S or the route ID ending with an S.

I will resubmit them because Adam made a lot of changes to these routes yesterday.

Doug

---

**From:** Adam Downes <Adam\_Downes@hcpss.org>  
**Sent:** Friday, August 11, 2023 8:59 PM  
**To:** Shiva Nagabushanaswamy <shiva@ridezum.com>  
**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Ivan Vasilko <ivan@ridezum.com>; Niket Sanghvi <nsanghvi@ridezum.com>  
**Subject:** RE: [External] SPED route sheets

Probably will be Monday or Tuesday. Thanks.

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System  
5451 Beaverkill Rd.  
Columbia, Md. 21044  
(410) 313-6728

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---

**From:** Shiva Nagabushanaswamy <shiva@ridezum.com>  
**Sent:** Thursday, August 10, 2023 10:58 AM  
**To:** Adam Downes <Adam\_Downes@hcpss.org>  
**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Ivan Vasilko <ivan@ridezum.com>; Niket Sanghvi <nsanghvi@ridezum.com>  
**Subject:** Re: [External] SPED route sheets

Hi [@Adam Downes](#) - Can you please share the RouteIDs for the Zum routes for GenEd?

Regards,  
Shiva

On Wed, Aug 9, 2023 at 7:41 AM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks Adam. Can you please share the list of Bus#, RouteID for the Zum routes for GenEd?

Regards,  
Shiva

On Wed, Aug 9, 2023 at 6:17 AM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

We will be able to share these early next week. Thanks.

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System  
5451 Beaverkill Rd.  
Columbia, Md. 21044  
(410) 313-6728

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---

**From:** Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>  
**Sent:** Wednesday, August 9, 2023 2:27 AM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>  
**Subject:** [External] SPED route sheets

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Hi Adam,

Are the SPED routes ready to share? Can you send the route sheets via our encrypted SFTP location so we don't have the data in emails?

Thanks,



**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#)  
**Cc:** [Brian Nevin](#); [James C. Fritz](#)  
**Subject:** ZUM SpEd run sheets for zones, 3,5,&6 8/21/23  
**Date:** Monday, August 21, 2023 4:16:40 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Attached. So sorry for the delay. I included zones 3 & 5 because I have some buses going to other zones due to the regional programs that we have. Thanks.

**From:** [Shilpan Patel](#)  
**To:** [Adam Downes](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** [External] Re: ZUM Cluster 5 SpEd run sheets  
**Date:** Monday, August 21, 2023 4:16:12 PM

---

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Thanks Adam. What is the total number of bus numbers in cluster 5? Hard to get number with some still being labeled.

On Aug 21, 2023, at 8:07 AM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Attached are the run sheets for the Cluster #5 SpEd buses. You will see that there are 3-4 routes that do not have bus numbers yet. Still working on them. Thanks.

<Driver Directions.pdf>

**From:** [Liz Sanchez](#)  
**To:** [Scott Washington](#)  
**Cc:** [Monica Pringle](#); [Brian Nevin](#)  
**Subject:** Re: [External] Re: Drivers  
**Date:** Sunday, August 20, 2023 6:26:25 AM

---

You don't often get email from [liz@ridezum.com](mailto:liz@ridezum.com). [Learn why this is important](#)

Hi Scott,

These are the correct numbers and assuming everyone shows up as promised, we will be in great shape. As you know, we are bringing about 70 drivers from WA to ensure we are covered.

Our driver bid is Monday and that will certainly tell us who is committed and who is not.

Thanks  
Liz

Sent from my iPhone

On Aug 18, 2023, at 1:19 PM, Scott Washington  
<[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)> wrote:

Good afternoon,

Please confirm that the numbers are correct. This means that you have the coverage that you need to start.

Scott W. Washington  
Chief Operating Officer  
Howard County Public School System  
410.313.5654 [p] [REDACTED]  
[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)

---

**From:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Sent:** Friday, August 18, 2023 10:19 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>; Scott Washington  
<[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Subject:** [External] Re: Drivers

You don't often get email from [liz@ridezum.com](mailto:liz@ridezum.com). [Learn why this is important](#)

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**know the content is safe.**

Brian,

It would definitely help to get more test appointments. We are having to go further and further to secure test dates. Anything will help!

Thanks



Liz Sanchez

Executive Vice President

Zum Services, Inc

<https://www.ridezum.com/>



Sender notified by

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On Fri, Aug 18, 2023 at 9:28 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good morning,

Liz thanks for taking the time to meet with me to go over certifications. Here is what I took away from it so correct me if I'm wrong.

146 – have offer letters and you believe all the requirements have been met

72 – certified school bus drivers in pipeline – applied but a lot are not responsive –

you have offered gift cards for them to show their face and complete the process

43 – non-certified in BTW – you are thinking 10 complete prior to day 1

117 – candidates pending permits

146 – offer letters

13 – Blue Horizons

10 – complete process

67 – from out of state

236 total drivers for buses on day 1. The rest will be able to cover the 45 minivans.

Would it be helpful if we could get additional appointments at the MVA or MVA'S?

Monica – please make sure we are doing everything on our end to assist in finalizing the certification. Whatever resources you need just let me know.

Thanks for all of the efforts.

Brian

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

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#); [Liz Sanchez](#)  
**Subject:** Re: Article Surfaced  
**Date:** Saturday, August 19, 2023 2:58:51 PM

---

Just talked to Scott. Explained everything. Can you please just respond back to email with what we talked about.

Thanks again and sorry this popped up.

Brian

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

On Aug 19, 2023, at 2:35 PM, Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

FYI an email I received from community couple minutes ago.

7.Kami Moody has been reported as being the person that will manage Zum Transportation in Howard County. Is HCPSS aware of the incredibly poor reputation this man has in the bus transportation community??

“over 400 drivers, mechanics, dispatchers, road supervisors, and administrative employees working for Baltimore MTA Mobility contractor, MV Transportation, voted to join our Local **1764**-Washington, DC. Our members were determined to make a change because the property operated like a sweatshop and the notorious general manager, Kami Moody, who had been removed from other MV divisions for sexual harassment, fired more than a quarter of drivers in a 6-month period.”

<https://www.atu.org/media/in-transit/april-may-june-2023/baltimore-local-uses-open-bargaining-to-drive-positive-change>

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

**From:** [Shilpan Patel](#)  
**To:** [Adam Downes](#)  
**Cc:** [Brian Nevin](#); [Cecilia Ferdows](#)  
**Subject:** [External] Re: ZUM Cluster #3 SpEd run sheets, 8/18/23  
**Date:** Saturday, August 19, 2023 9:02:56 AM  
**Attachments:** [Driver Directions.pdf](#)

---

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Thank you Adam!

On Aug 19, 2023, at 12:17 AM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Attached for review. Thank you.

**From:** [Shilpan Patel](#)  
**To:** [Adam Downes](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** [External] Re: Sp Ed Routes  
**Date:** Saturday, August 19, 2023 9:02:33 AM

---

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Thank you Brian

On Aug 18, 2023, at 5:24 PM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Thank you.

Adam Downes  
Coordinator of Transportation, Planning & Technology  
Office of Student Transportation  
Howard County Public School System

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Friday, August 18, 2023 4:24:01 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** Sp Ed Routes

Just wanted to make sure the two of you had each other's contact information for the weekend.

Adam – [REDACTED]

Shilpan – [REDACTED]

Let me know how I can help.

Thanks

Brian

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

**From:** [Sarah Skinner](#)  
**To:** [Stephen Dolney](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** Re: [External] Re: Zum Technology  
**Date:** Friday, August 18, 2023 6:03:01 PM

---

Hello Stephen,

Thank you for your note. We look forward to meeting with you. Are you available on **Monday (8/21) at 2:30 pm ET** (instead of 11 am ET)? I'll send a calendar invite shortly. Please let me know if this time works for you. Thank you!

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Fri, Aug 18, 2023 at 5:32 AM Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)> wrote:  
Hi Sarah,

I'm out of the office today. Are you available Monday around 11?

My role with HCPSS is data privacy so I'm primarily concerned with the data that the Zum app collects and how it behaves on user's devices. I did review the Privacy Policy and Terms of Service on the website but I have a few additional questions and concerns.

Regards,

Steve

On Aug 18, 2023, at 1:35 AM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.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.**

Thank you, Brian.  
Great to meet you, Stephen.

Stephen, do you have a few minutes to chat tomorrow, Friday (8/18)? I'm available Friday (8/18) anytime after 11:00 am ET. Please let me know what day/time works best for you. I look forward to speaking with you.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships



[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Thu, Aug 17, 2023 at 9:02 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening Sarah,

I wanted to follow up on a conversation we had about technology. I have included Stephen on this email in order to connect the two of you to facilitate us reviewing the security of your technology. Stephen would like to have a meeting with your IT person(s) that would have the most knowledge centered around the app and ID cards mostly.

Let me know how I can help.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Brian Nevin](#)  
**To:** [Heather Moraff](#); [Christine Hayes](#)  
**Cc:** [Sarah Skinner](#); [Horace Baker](#); [Nykia Mapson](#); [Cecilia Ferdows](#); [Shilpan Patel](#); [Nykia Mapson](#)  
**Subject:** RE: [External] Re: ZUM bus table for our BTSNs  
**Date:** Friday, August 18, 2023 4:40:00 PM  
**Attachments:** [image001.png](#)

---

Hi Heather,

We are working on this internally and hope to have finalized either Monday or Tuesday at the latest.

Thanks

Brian

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

---

**From:** Heather Moraff <Heather\_Moraff@hcpss.org>  
**Sent:** Friday, August 18, 2023 4:18 PM  
**To:** Christine Hayes <chayes@ridezum.com>  
**Cc:** Sarah Skinner <sarah@ridezum.com>; Horace Baker <Horace\_Baker@hcpss.org>; Nykia Mapson <Nykia\_Mapson@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Cecilia Ferdows <cferdows@zumsf.com>; Shilpan Patel <spatel@ridezum.com>; Nykia Mapson <Nykia\_Mapson@hcpss.org>  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

Hi Shilpan,

Any luck getting my Assistant Principal, Nykia Mapson access?

Thanks,

Heather

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890





"HES Riding the Wave to Learning"

---

**From:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Sent:** Thursday, August 17, 2023 8:54 PM

**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Cc:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>

**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

Hi Heather,

I can confirm we will have a representative from Zum at both events. I think our emails may have just missed each other:) I would love to connect beforehand for a brief planning call if you are available. Looking forward to seeing you again!

Shilpan, are you able to help with Nykia? I pasted her information below:

**Nykia Mapson**

**Assistant Principal**

[nykia\\_mapson@hcpss.org](mailto:nykia_mapson@hcpss.org)

Thanks for reaching, Heather!

On Thu, Aug 17, 2023 at 8:45 PM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:

Hello,

Before the chaos begins, I just wanted to reach out and confirm that we will still have a Zum rep present for both our BTSN's on the evenings of August 23<sup>rd</sup> and August 24th from 6:00-7:45 pm.

Also, I am wondering how to give my AP access to the Zum portal. When she tried to log in,

Zum does not recognize her email. Apologies if you already sent directions on how to give someone else

Thank you!

Heather

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890

"HES Riding the Wave to Learning"

---

**From:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Sent:** Wednesday, August 2, 2023 9:12 AM

**To:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

Sounds great! Thanks Sarah!

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Sent:** Wednesday, August 2, 2023 9:11 AM

**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

---

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.com). [Learn why this is important](#)

Hi Heather,

Thanks for your note. There are a few other team members that would like to join for today's planning call as well. Can I send you a calendar invite for a brief Zoom meeting today at 3:00 pm ET (instead of a phone call)? We look forward to speaking with you.

Best,

Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships

[REDACTED]

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Wed, Aug 2, 2023 at 5:06 AM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:

Hi Sarah!

That would be great and I am available for a call.

Please feel free to call 410-880-5890 (office) or [REDACTED] (cell) at 3 pm today!

Heather

Heather K. Moraff (she, her, hers)

Principal

Hammond Elementary School

(410) 880-5890

"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Sent:** Wednesday, August 2, 2023 1:58 AM

**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>;

Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel

<[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Subject:** [External] Re: ZUM bus table for our BTSNs

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.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.**

Hello Principal Moraff,

Thank you for your note. We would love to participate in your upcoming Back to School Night events on (8/23) and (8/24). We appreciate you including Zum and look forward to serving your students, families, and school this year. Do you have a few minutes to chat this week to discuss the event details and logistics? Are you available for a brief call, perhaps on **Wednesday (8/2) at 3:00 pm ET**? Please let me know what day/time might work best for you. Thank you!

Best,  
Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships



[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Tue, Aug 1, 2023 at 7:28 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Hi Heather,

I have included Sarah Skinner the Vice President of Strategic Partnerships on this email.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Sent:** Tuesday, August 1, 2023 9:18 AM

**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson  
<[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>  
**Subject:** ZUM bus table for our BTSNs

Hi Brian,

I would love if reps from Zum could come out and have a "table" at our BTSN. Would you be able to pass along this request to them?

Hello,

Hammond Elementary School will be hosting Back to School Nights on two evenings. On both nights, parents will be coming for grade level information sessions, but often times, we set up information tables in the hallways. Please see dates below:

-Wednesday August 23<sup>rd</sup> from 6:00-7:45 pm

-Thursday, August 24<sup>th</sup> from 6:00-7:45 pm

Would you be able to have a rep or two from Zum attend both evenings? We would set up a table for them and parents can just walk by and ask questions. Please reach out to me should you have any questions or need additional details before committing.

Thanks for your consideration!

Heather Moraff

Heather K. Moraff (she, her, hers)

Principal

Hammond Elementary School

(410) 880-5890



"HES Riding the Wave to Learning"

**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Cc:** [Monica Pringle](#); [Scott Washington](#)  
**Subject:** RE: [External] Re: Drivers  
**Date:** Friday, August 18, 2023 4:14:35 PM

---

Liz I will connect with you so that I can reach out to the MVA and see what if any accommodations can be made.

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

---

**From:** Liz Sanchez <liz@ridezum.com>  
**Sent:** Friday, August 18, 2023 10:19 AM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Cc:** Monica Pringle <Monica\_Pringle@hcpss.org>; Scott Washington <Scott\_Washington@hcpss.org>  
**Subject:** [External] Re: Drivers

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Brian,

It would definitely help to get more test appointments. We are having to go further and further to secure test dates. Anything will help!

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

On Fri, Aug 18, 2023 at 9:28 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good morning,  
Liz thanks for taking the time to meet with me to go over certifications. Here is what I took away

from it so correct me if I'm wrong.

146 – have offer letters and you believe all the requirements have been met

72 – certified school bus drivers in pipeline – applied but a lot are not responsive – you have offered gift cards for them to show their face and complete the process

43 – non-certified in BTW – you are thinking 10 complete prior to day 1

117 – candidates pending permits

146 – offer letters

13 – Blue Horizons

10 – complete process

67 – from out of state

236 total drivers for buses on day 1. The rest will be able to cover the 45 minivans.

Would it be helpful if we could get additional appointments at the MVA or MVA'S?

Monica – please make sure we are doing everything on our end to assist in finalizing the certification. Whatever resources you need just let me know.

Thanks for all of the efforts.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726



**From:** [Shilpan Patel](#)  
**To:** [Jack Davis](#)  
**Cc:** [Brian Nevin](#)  
**Subject:** [External] Re: Connecting  
**Date:** Friday, August 18, 2023 12:04:07 PM

---

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Thanks for the connection Brian.

Hi JD,

Sorry for the late response, juggling multiple things right now.

My cell is [REDACTED]. Reach out by text or call when you have time.

Thanks!

Sincerely,

On Aug 17, 2023, at 10:53 AM, Jack Davis <Jack\_Davis@hcpss.org> wrote:

Shilpan,

Is there a number I can reach you?

JD

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

<Outlook-1520964437.png>

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---

**From:** Jack Davis  
**Sent:** Wednesday, August 16, 2023 5:48 PM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Cc:** Shilpan Patel <spatel@ridezum.com>  
**Subject:** Re: Connecting

Happy to connect. I have some time tomorrow. Let me know what works best for you Shilpan.

JD

Sent from my iPhone

On Aug 16, 2023, at 4:53 PM, Brian Nevin <Brian\_Nevin@hcpss.org> wrote:

Hey JD,

I wanted to connect you with Shilpan from Zum to work out some items as it relates to athletics. Still happy to help however I can but I think it's important you all talk directly.

Thanks

Brian

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

**From:** [Heather Moraff](#)  
**To:** [Christine Hayes](#)  
**Cc:** [Sarah Skinner](#); [Horace Baker](#); [Nykia Mapson](#); [Brian Nevin](#); [Cecilia Ferdows](#); [Shilpan Patel](#)  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs  
**Date:** Friday, August 18, 2023 8:01:46 AM  
**Attachments:** [image001.png](#)  
[Outlook-w1lwifrb.png](#)  
[Outlook-whg1wpnd.png](#)

---

Sounds great. Today and Monday are both good days to set up a call. It is very simplistic, nothing too complicated. We did have a planning meeting for the events. I can't remember if you were at the original one.

Just let me know.

Thanks,

Heather

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Christine Hayes <chayes@ridezum.com>  
**Sent:** Thursday, August 17, 2023 8:54 PM  
**To:** Heather Moraff <Heather\_Moraff@hcpss.org>  
**Cc:** Sarah Skinner <sarah@ridezum.com>; Horace Baker <Horace\_Baker@hcpss.org>; Nykia Mapson <Nykia\_Mapson@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Cecilia Ferdows <cferdows@zumsf.com>; Shilpan Patel <spatel@ridezum.com>  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

Hi Heather,

I can confirm we will have a representative from Zum at both events. I think our emails may have just missed each other:) I would love to connect beforehand for a brief planning call if you are available. Looking forward to seeing you again!

Shilpan, are you able to help with Nykia? I pasted her information below:

**Nykia Mapson**  
**Assistant Principal**  
[nykia\\_mapson@hcpss.org](mailto:nykia_mapson@hcpss.org)

Thanks for reaching, Heather!

On Thu, Aug 17, 2023 at 8:45 PM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:

Hello,

Before the chaos begins, I just wanted to reach out and confirm that we will still have a Zum rep present for both our BTSN's on the evenings of August 23<sup>rd</sup> and August 24<sup>th</sup> from 6:00-7:45 pm.

Also, I am wondering how to give my AP access to the Zum portal. When she tried to log in, Zum does not recognize her email. Apologies if you already sent directions on how to give someone else

Thank you!

Heather

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Sent:** Wednesday, August 2, 2023 9:12 AM

**To:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

Sounds great! Thanks Sarah!

Heather K. Moraff (she, her, hers)  
Principal

Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Sent:** Wednesday, August 2, 2023 9:11 AM  
**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>  
**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.com). [Learn why this is important](#)

Hi Heather,

Thanks for your note. There are a few other team members that would like to join for today's planning call as well. Can I send you a calendar invite for a brief Zoom meeting today at 3:00 pm ET (instead of a phone call)? We look forward to speaking with you.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Wed, Aug 2, 2023 at 5:06 AM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:  
Hi Sarah!

That would be great and I am available for a call.

Please feel free to call 410-880-5890 (office) or  (cell) at 3 pm today!

Heather

Heather K. Moraff (she, her, hers)

Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Sent:** Wednesday, August 2, 2023 1:58 AM  
**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>  
**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Subject:** [External] Re: ZUM bus table for our BTSNs

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.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.**

Hello Principal Moraff,

Thank you for your note. We would love to participate in your upcoming Back to School Night events on (8/23) and (8/24). We appreciate you including Zum and look forward to serving your students, families, and school this year. Do you have a few minutes to chat this week to discuss the event details and logistics? Are you available for a brief call, perhaps on **Wednesday (8/2) at 3:00 pm ET**? Please let me know what day/time might work best for you. Thank you!

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships



[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Tue, Aug 1, 2023 at 7:28 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Hi Heather,  
I have included Sarah Skinner the Vice President of Strategic Partnerships on this email.  
Brian

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

---

**From:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>  
**Sent:** Tuesday, August 1, 2023 9:18 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>  
**Subject:** ZUM bus table for our BTSNs

Hi Brian,

I would love if reps from Zum could come out and have a "table" at our BTSN. Would you be able to pass along this request to them?

Hello,

Hammond Elementary School will be hosting Back to School Nights on two evenings. On both nights, parents will be coming for grade level information sessions, but often times, we set up information tables in the hallways. Please see dates below:

-Wednesday August 23<sup>rd</sup> from 6:00-7:45 pm

-Thursday, August 24<sup>th</sup> from 6:00-7:45 pm

Would you be able to have a rep or two from Zum attend both evenings? We would set up a table for them and parents can just walk by and ask questions. Please reach out to me should you have any questions or need additional details before committing.

Thanks for your consideration!

Heather Moraff

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#); [Bruce Gist](#); [Scott Washington](#)  
**Subject:** [External] Re: Communication to Parents  
**Date:** Friday, August 18, 2023 1:30:00 AM

---

You don't often get email from sarah@ridezum.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.**

Hi Brian,

Thank you for your note. Absolutely! We will ensure that any widespread communication is reviewed and approved in advance by you and your communications department.

We are committed to making this partnership a success, and we look forward to serving your students, families and schools. Thank you.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](#)  
[Zūm Services, Inc.](#)



On Thu, Aug 17, 2023 at 9:07 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening Sarah and Liz,

Thank you both for all of your efforts in preparation for a successful start to our 23-24SY. I just wanted to take a minute to talk about communications to our families. As part of the operational needs we understand that it is necessary to contact parents on an individual basis. If a widespread communication to either a school or multiple schools is necessary we need that approved first. This would include seeing the message and having our communications department approve it in advance.

Thank you for your understanding of the process and working with our system. Please let me know if you have any questions.

Brian

Brian Nevin, Director

Office of Student Transportation



Howard County Public School System

410-313-6726

**From:** [Christine Hayes](#)  
**To:** [Heather Moraff](#)  
**Cc:** [Sarah Skinner](#); [Horace Baker](#); [Nykia Mapson](#); [Brian Nevin](#); [Cecilia Ferdows](#); [Shilpan Patel](#)  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs  
**Date:** Thursday, August 17, 2023 8:42:17 PM  
**Attachments:** [image001.png](#)  
[Outlook-w1lwjfrb.png](#)

---

You don't often get email from [chayes@ridezum.com](mailto:chayes@ridezum.com). [Learn why this is important](#)

Hi Heather,

I would be absolutely delighted to attend your Back to School Night Wednesday the 23rd from 6-7:45pm!

Do you have time for a short planning meeting prior to the event? Kindly let me know a few good days and times and I will send an invite. I am very excited to attend and meet your whole school community.

I look forward to hearing from you and thanks!

Best,

Christine

On Wed, Aug 2, 2023 at 9:13 AM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:

Sounds great! Thanks Sarah!

Heather K. Moraff (she, her, hers)  
Principal  
Hammond Elementary School  
(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Sent:** Wednesday, August 2, 2023 9:11 AM  
**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>  
**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Subject:** Re: [External] Re: ZUM bus table for our BTSNs

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.com). [Learn why this is important](#)

Hi Heather,

Thanks for your note. There are a few other team members that would like to join for today's planning call as well. Can I send you a calendar invite for a brief Zoom meeting today at 3:00 pm ET (instead of a phone call)? We look forward to speaking with you.

Best,  
Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships

[REDACTED]

[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Wed, Aug 2, 2023 at 5:06 AM Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)> wrote:

Hi Sarah!

That would be great and I am available for a call.

Please feel free to call 410-880-5890 (office) or [REDACTED] (cell) at 3 pm today!

Heather

Heather K. Moraff (she, her, hers)

Principal

Hammond Elementary School

(410) 880-5890



"HES Riding the Wave to Learning"

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>

**Sent:** Wednesday, August 2, 2023 1:58 AM

**To:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson <[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>;  
Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel  
<[spatel@ridezum.com](mailto:spatel@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>

**Subject:** [External] Re: ZUM bus table for our BTSNs

You don't often get email from [sarah@ridezum.com](mailto:sarah@ridezum.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.**

Hello Principal Moraff,

Thank you for your note. We would love to participate in your upcoming Back to School Night events on (8/23) and (8/24). We appreciate you including Zum and look forward to serving your students, families, and school this year. Do you have a few minutes to chat this week to discuss the event details and logistics? Are you available for a brief call, perhaps on **Wednesday (8/2) at 3:00 pm ET**? Please let me know what day/time might work best for you. Thank you!

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



On Tue, Aug 1, 2023 at 7:28 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Hi Heather,

I have included Sarah Skinner the Vice President of Strategic Partnerships on this email.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Heather Moraff <[Heather\\_Moraff@hcpss.org](mailto:Heather_Moraff@hcpss.org)>

**Sent:** Tuesday, August 1, 2023 9:18 AM

**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

**Cc:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Nykia Mapson  
<[Nykia\\_Mapson@hcpss.org](mailto:Nykia_Mapson@hcpss.org)>

**Subject:** ZUM bus table for our BTSNs

Hi Brian,

I would love if reps from Zum could come out and have a "table" at our BTSN. Would you be able to pass along this request to them?

Hello,

Hammond Elementary School will be hosting Back to School Nights on two evenings. On both nights, parents will be coming for grade level information sessions, but often times, we set up information tables in the hallways. Please see dates below:

-Wednesday August 23<sup>rd</sup> from 6:00-7:45 pm

-Thursday, August 24<sup>th</sup> from 6:00-7:45 pm

Would you be able to have a rep or two from Zum attend both evenings? We would set up a table for them and parents can just walk by and ask questions. Please reach out to me should you have any questions or need additional details before committing.

Thanks for your consideration!

Heather Moraff

Heather K. Moraff (she, her, hers)

Principal

Hammond Elementary School

(410) 880-5890



"HES Riding the Wave to Learning"

**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Cc:** [Cecilia Ferdows](#); [Shilpan Patel](#); [Sarah Skinner](#); [Rohit Jain](#)  
**Subject:** Re: [External] Field/Sports Activities email  
**Date:** Wednesday, August 16, 2023 10:37:45 PM

---

Hi Liz,  
Thanks for this. I sent to SMIL and JD for them to let schools know. Once process is finalized I will share with them again for their input prior to sharing with schools.  
Thanks  
Brian

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

On Aug 16, 2023, at 10:09 PM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

**! 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 Brian,

To ensure nothing gets missed or falls through the cracks, the following email is where all field trip and sport trip requests and changes should be made.

[hcpss\\_trips@ridezum.com](mailto:hcpss_trips@ridezum.com)

I still owe you the process for requesting trips, however they can start by using this email.

Thanks  
Liz



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Subject:** Re: [External] Field Trips  
**Date:** Wednesday, August 16, 2023 9:50:43 PM  
**Attachments:** [Outlook-bpfgzsrp.png](#)  
[Outlook-bpfgzsrp.png](#)

---

Yes the approved rates for the area. The schools should already know the rate but this way there is no confusion with how many hours are necessary.  
Happy to discuss further tomorrow if needed.  
Thanks again for meeting today and coming out to spend the next several weeks with us.  
Brian

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

On Aug 16, 2023, at 8:57 PM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

Brian,

Do we quote the rate in the contract? I just want to ensure that is the expectation. No later than tomorrow we will send out the process but want to respond to this one in particular.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]

----- Forwarded message -----

From: **Richard Smart** <[Richard\\_Smart@hcpss.org](mailto:Richard_Smart@hcpss.org)>  
Date: Wed, Aug 16, 2023 at 5:21 PM  
Subject: Re: [External] Field Trips  
To: Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

Hi Ms. Sanchez;

Thank you for getting back to me. We are in the process of organizing a field trip to Terrapin Adventures in Savage from Patuxent Valley Middle School on October 15 and October 16, 2023.



PVMS: 9151 Vollmerhausen Road  
Terrapin Adventures: 8600 FOUNDRY STREET SAVAGE, MD 20763

We have around 140 students attending each day and 18 chaperone's. It is possible that we may need specialized transportation for a student with a wheelchair but I'm waiting for confirmation.

We are still working on the itinerary, but it would probably mean leaving school at 8:30am and returning by 2:15pm.

Can you send a quote or next steps? My cell is [REDACTED] if that is easier for contact.

Thank you!

Regards,  
Richard

Richard Smart  
Integrity|Dignity|Empowerment  
Principal, Patuxent Valley Middle School  
My Pronouns: He/Him/His

Phone: (410) 880-5840

Web: [pvms.hcpss.org](http://pvms.hcpss.org)



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---

**From:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
**Sent:** Wednesday, August 16, 2023 9:40 AM  
**To:** Richard Smart <[Richard\\_Smart@hcpss.org](mailto:Richard_Smart@hcpss.org)>  
**Subject:** [External] Field Trips

**! 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.**

Good Morning,

I just left you a message as well. I am reaching out regarding your 6th grade trip to Terrapin Adventure. If you would please send me all the details, I can get this quoted and scheduled for this trip.

I apologize for the response you received when you first called to schedule this. Over the next few days you will all receive an email with the exact process for requesting additional field trips.

Please let me know if you have any questions.

Thank you!

Liz



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)



Sender notified by  
[Mailtrack](#)

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** RE: [External] Checking In  
**Date:** Wednesday, August 16, 2023 5:01:00 PM

---

Hi Sarah,

We are meeting internally tomorrow at noon. I believe right after that I will be sending out the emails.

Thanks for checking and staying on top of it.

Brian

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

---

**From:** Sarah Skinner <sarah@ridezum.com>  
**Sent:** Wednesday, August 16, 2023 4:57 PM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Subject:** [External] Checking In

**! 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 Brian,


Just checking back in on for the following:

- Intro Email to Zum (Sarah) & Stephen Dolney
- Communications meeting with School Management / Community Sup. / Scott & Brian & Zum - to discuss communication plan with Schools and Parents

Let me know if I can help with next steps. Thank you!

Best,  
Sarah

**Sarah Skinner**  
Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



**From:** [Troy Stevenson](#)  
**To:** [Brian Nevin](#); [Cecilia Ferdows](#)  
**Cc:** [Michael Senisi](#); [Jeannie Prevosto](#); [Michael Salapata](#); [Joseph A. Thomas](#); [Brandon A. Lauer](#); [Marcus D. Lewis](#); [Brian Rau](#); [Kim Masters](#); [Jack Davis](#)  
**Subject:** Re: [External] Athletic Trips - 8/18 & 8/19  
**Date:** Wednesday, August 16, 2023 3:09:27 PM

---

I will send tomorrow as I have some adjustments and adds to make.

Do you have our original schedules we sent or create a new list just for this weekend?

Get [Outlook for iOS](#)

---

**From:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Sent:** Wednesday, August 16, 2023 9:20:58 AM  
**To:** Cecilia Ferdows <cferdows@ridezum.com>  
**Cc:** Michael Senisi <Michael\_Senisi@hcpss.org>; Jeannie Prevosto <Jeannie\_Prevosto@hcpss.org>; Michael Salapata <Michael\_Salapata@hcpss.org>; Joseph A. Thomas <Joseph\_Thomas@hcpss.org>; Brandon A. Lauer <Brandon\_Lauer@hcpss.org>; Marcus D. Lewis <Marcus\_Lewis@hcpss.org>; Troy Stevenson <Troy\_Stevenson@hcpss.org>; Brian Rau <Brian\_Rau@hcpss.org>; Kim Masters <Kim\_Masters@hcpss.org>; Jack Davis <Jack\_Davis@hcpss.org>  
**Subject:** Re: [External] Athletic Trips - 8/18 & 8/19

Good morning Cecilia,

Thank you for sending this out so that we can make sure everyone is on the same page.

Unfortunately this morning we had an issue where a school was expecting a bus and it didn't show. This falls on me as JD had shared the schedule with me and I inadvertently left it off my email to Zum so they were unaware of the trip. We are looking to prevent that from happening again.

I have also included Kim and JD in order to keep them in the loop.

Thanks for your help with this process.

Brian

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

On Aug 16, 2023, at 9:08 AM, Cecilia Ferdows <cferdows@ridezum.com> wrote:

**! 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.**

Dear all,

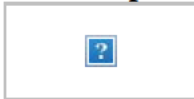
Zum is looking forward to servicing your athletic trips for the 2023-2024 school year.

For more urgent trips taking place this weekend (8/18 & 8/19), we need to know the number of students that will be riding, the number of buses needed for each trip, and an estimated return time.

We kindly ask that you reply to this email with that information to ensure the appropriate amount of buses is sent. Thank you.

Best regards,

**Cecilia Ferdows**  
**School Operations Manager**



**From:** [Michael Senisi](#)  
**To:** [Cecilia Ferdows](#)  
**Cc:** [Brian Nevin](#); [Kim Masters](#); [Jack Davis](#)  
**Subject:** Re: [External] Athletic Trips - 8/18 & 8/19  
**Date:** Wednesday, August 16, 2023 2:26:05 PM

---

Would need to go back and forth to Oakdale HS at 12pm, all players will be going back on bus No need for volleyball trip on the 19th  
Mike

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>  
**Sent:** Wednesday, August 16, 2023 2:13 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Kim Masters <[Kim\\_Masters@hcpss.org](mailto:Kim_Masters@hcpss.org)>; Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Subject:** Re: [External] Athletic Trips - 8/18 & 8/19

You don't often get email from [cferdows@ridezum.com](mailto:cferdows@ridezum.com). [Learn why this is important](#)

Dear Michael,

Would students need transportation from Oakdale back to Atholton? If so, what would the pickup time be and would the amount of students and buses be the same? Also, on the sheet sent over from Brian for your school there is another trip for 8/19 for volleyball with an 8:00 AM pickup, as well. Is this trip happening? Thank you

Best,

**Cecilia Ferdows**  
**School Operations Manager**



On Wed, Aug 16, 2023 at 2:02 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:

Atholton HS will need the following  
Aug 19th, Football to Oakdale HS, 8am pick up, 3 busses (approx 95 people)  
Please confirm that we are good to go  
Thanks

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Wednesday, August 16, 2023 9:20 AM  
**To:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>  
**Cc:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>; Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)>; Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)>; Joseph A. Thomas <[Joseph\\_Thomas@hcpss.org](mailto:Joseph_Thomas@hcpss.org)>; Brandon A. Lauer <[Brandon\\_Lauer@hcpss.org](mailto:Brandon_Lauer@hcpss.org)>; Marcus D. Lewis <[Marcus\\_Lewis@hcpss.org](mailto:Marcus_Lewis@hcpss.org)>; Troy Stevenson <[Troy\\_Stevenson@hcpss.org](mailto:Troy_Stevenson@hcpss.org)>; Brian Rau <[Brian\\_Rau@hcpss.org](mailto:Brian_Rau@hcpss.org)>; Kim Masters <[Kim\\_Masters@hcpss.org](mailto:Kim_Masters@hcpss.org)>; Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Subject:** Re: [External] Athletic Trips - 8/18 & 8/19

Good morning Cecilia,  
Thank you for sending this out so that we can make sure everyone is on the same page. Unfortunately this morning we had an issue where a school was expecting a bus and it didn't show. This falls on me as JD had shared the schedule with me and I inadvertently left it off my email to Zum so they were unaware of the trip. We are looking to prevent that from happening again.  
I have also included Kim and JD in order to keep them in the loop.  
Thanks for your help with this process.  
Brian

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

On Aug 16, 2023, at 9:08 AM, Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)> wrote:

**! 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.**

Dear all,

Zum is looking forward to servicing your athletic trips for the 2023-2024 school year

For more urgent trips taking place this weekend (8/18 & 8/19), we need to know the number of students that will be riding, the number of buses needed for each trip, and an estimated return time

We kindly ask that you reply to this email with that information to ensure the appropriate amount of buses is sent Thank you

Best regards,

**Cecilia Ferdows**  
**School Operations Manager**



**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** [External] Re: Zum and Field Trip Buses  
**Date:** Wednesday, August 16, 2023 9:33:13 AM  
**Attachments:** [Outlook-unm2em4e.png](#)

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I will call him now. We will send a process to you today to share - likely a google sheet for requests and a specific email as well.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]



Sender notified by  
[Mailtrack](#)

On Wed, Aug 16, 2023 at 9:08 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

GM,

I received this from one of the schools. Can you look into and let me know so I can respond?

Thanks

Brian

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

Begin forwarded message:

**From:** Richard Smart <[Richard\\_Smart@hcpss.org](mailto:Richard_Smart@hcpss.org)>  
**Date:** August 15, 2023 at 4:20:49 PM EDT  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>, Kimberly Lawrence <[Kimberly\\_Lawrence@hcpss.org](mailto:Kimberly_Lawrence@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** re: Zum and Field Trip Buses

Hi Kim, and Alex!

I'm in the process of organizing our paperwork for the grade 6 field trip to



Terrapin Adventure. I spoke with Zum last week and did not get a call back, so I called them today and was told there is not a process in place today for me to get a quote and book field trip buses.

Are we just in a holding pattern? Did I get the right info? It's possible other schools are calling them too as we've received a couple of emails about which vendor to use.

Thanks for your help in the midst of all the busy!!  
Regards,  
Richard

Richard Smart  
Integrity|Dignity|Empowerment  
Principal, Patuxent Valley Middle School  
My Pronouns: He/Him/His

Phone: (410) 880-5840  
Web: [pvms.hcpss.org](http://pvms.hcpss.org)



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**From:** [Brian Nevin](#)  
**To:** [Liz Sanchez](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** Re: [External] Re: Zum and Field Trip Buses  
**Date:** Wednesday, August 16, 2023 9:24:15 AM  
**Attachments:** [Outlook-unm2em4e.png](#)  
[Outlook-unm2em4e.png](#)

---

Yes field trips would come in individually as they are being approved and set up by the school. Only athletics really has a preset schedule.

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

On Aug 16, 2023, at 9:16 AM, Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)> wrote:

**! 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.**

Brian,

For field trips other than sports, will these come in individually?



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

On Wed, Aug 16, 2023 at 9:08 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

GM,  
I received this from one of the schools. Can you look into and let me know so I can respond?  
Thanks  
Brian

Brian Nevin, Director  
Office of Student Transportation

410-313-6726

Begin forwarded message:

**From:** Richard Smart <[Richard\\_Smart@hcpss.org](mailto:Richard_Smart@hcpss.org)>  
**Date:** August 15, 2023 at 4:20:49 PM EDT  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>, Kimberly Lawrence <[Kimberly\\_Lawrence@hcpss.org](mailto:Kimberly_Lawrence@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** re: Zum and Field Trip Buses

Hi Kim, and Alex!

I'm in the process of organizing our paperwork for the grade 6 field trip to Terrapin Adventure. I spoke with Zum last week and did not get a call back, so I called them today and was told there is not a process in place today for me to get a quote and book field trip buses.

Are we just in a holding pattern? Did I get the right info? It's possible other schools are calling them too as we've received a couple of emails about which vendor to use.

Thanks for your help in the midst of all the busy!!  
Regards,  
Richard

Richard Smart  
Integrity|Dignity|Empowerment  
Principal, Patuxent Valley Middle School  
My Pronouns: He/Him/His

Phone: (410) 880-5840  
Web: [pvms.hcpss.org](http://pvms.hcpss.org)



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**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** Re: [External] Field Trip Question from Ann Strozky  
**Date:** Wednesday, August 16, 2023 9:05:17 AM

---

We are scheduling them now that we have everything and we should be good to go! Those coming up in the next few days will be a challenge, however we will make it happen.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[REDACTED]



Sender notified by  
[Mailtrack](#)

On Wed, Aug 16, 2023 at 9:03 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:  
I spoke to Robert and you would be able to do all of her trips.

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

On Aug 15, 2023, at 5:49 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Brian,  
Thanks for your note. No need to adjust the rate we just wanted to verify if we could cover requests such as these or if we should direct them back to you / the system for approval.  
Thanks.  
Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships  
[REDACTED]  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Tue, Aug 15, 2023 at 2:30 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

I believe she could work directly with one vendor, ie Zum as we already have pricing that we can use as part of the contract. If we needed different rates then I think it may be a concern. I will run it by Robert to be certain.

Thanks  
Brian

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

On Aug 15, 2023, at 5:23 PM, Sarah Skinner  
<[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

**! 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 Brian,

I spoke to Ann Strozky. She mentioned an upcoming event on April 17th where all 14 high schools, including Homewood, will go on a half day environmental field trip, and then return back to school. She mentioned that she typically tries to maximize efficiency (e.g. with 18 students per school so one bus might pick up at multiple schools.)

She was wondering if she could work with one carrier or if she would need to book separately with each school. Please let us know.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zum Services, Inc.](#)



## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Wednesday, August 16, 2023 9:03 AM  
**To:** Sarah Skinner  
**Cc:** Liz Sanchez  
**Subject:** Re: [External] Züm Updates for HCPSS - August 14, 2023

Hi Sarah,  
Thanks for the update. Will be meeting with Dr. M tomorrow.  
Brian

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

On Aug 16, 2023, at 2:29 AM, Sarah Skinner <sarah@ridezum.com> wrote:

**! 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 Brian,  
In preparation for your next meeting with Dr. Martirano, I wanted to share a few highlights from the past week regarding Zum's progress for launch in Howard County. Please let me know if you have any questions or if there is additional information I can provide.  
Best,  
Sarah

### **Fleet / Buses:**

- 
- 
- 1 bus last week but there are 11 more at Dealer being PDI'ed and will move over this week
- 
- 
- 
- Will leave 35 left to deliver next week
- 
- 
- 
- 207 Buses delivered to Howard County as of (8/13/23)
- 
- 
- 
- All IC buses have arrived (100/100)
- 
-

- 
- Thomas buses are starting to flow in
- - 
  - 
  - 107 delivered as of (8/13)
  - 
  - 
  - 
  - 46 remaining
  -
- 
- 
- **Zum Vans**
  - - Total of 45 Zum vans expected for day one.
- - 
  - 
  - 24 Zum Vans done with MD state inspections.
  - 
  - 
  - 
  - Sending 21 more vans, yet to arrive.
  - 
  - 
  - 
  - Total of 45 Zum vans expected for day one.
  -

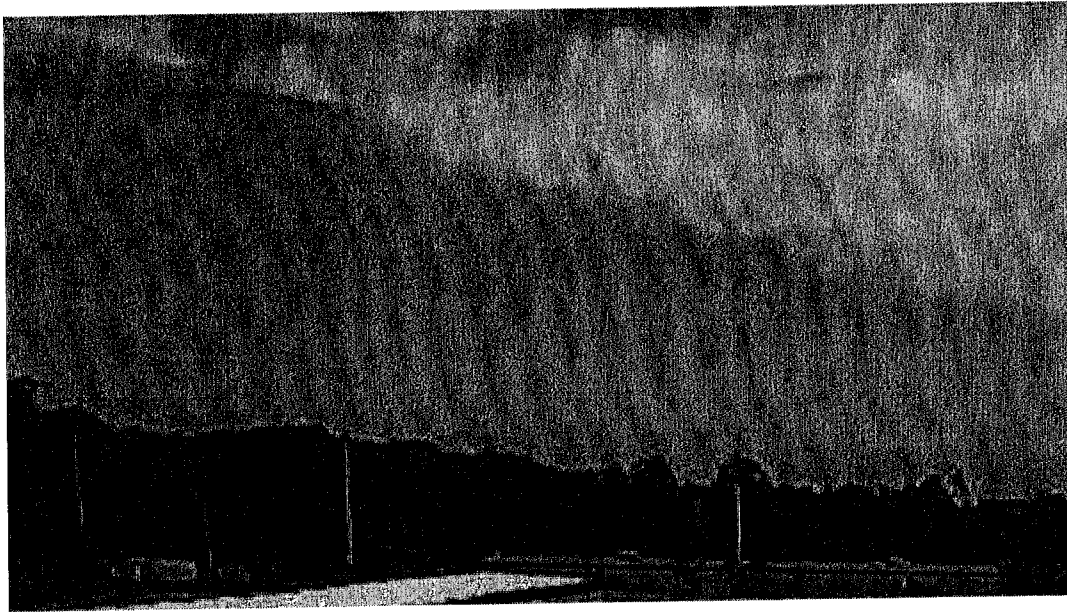
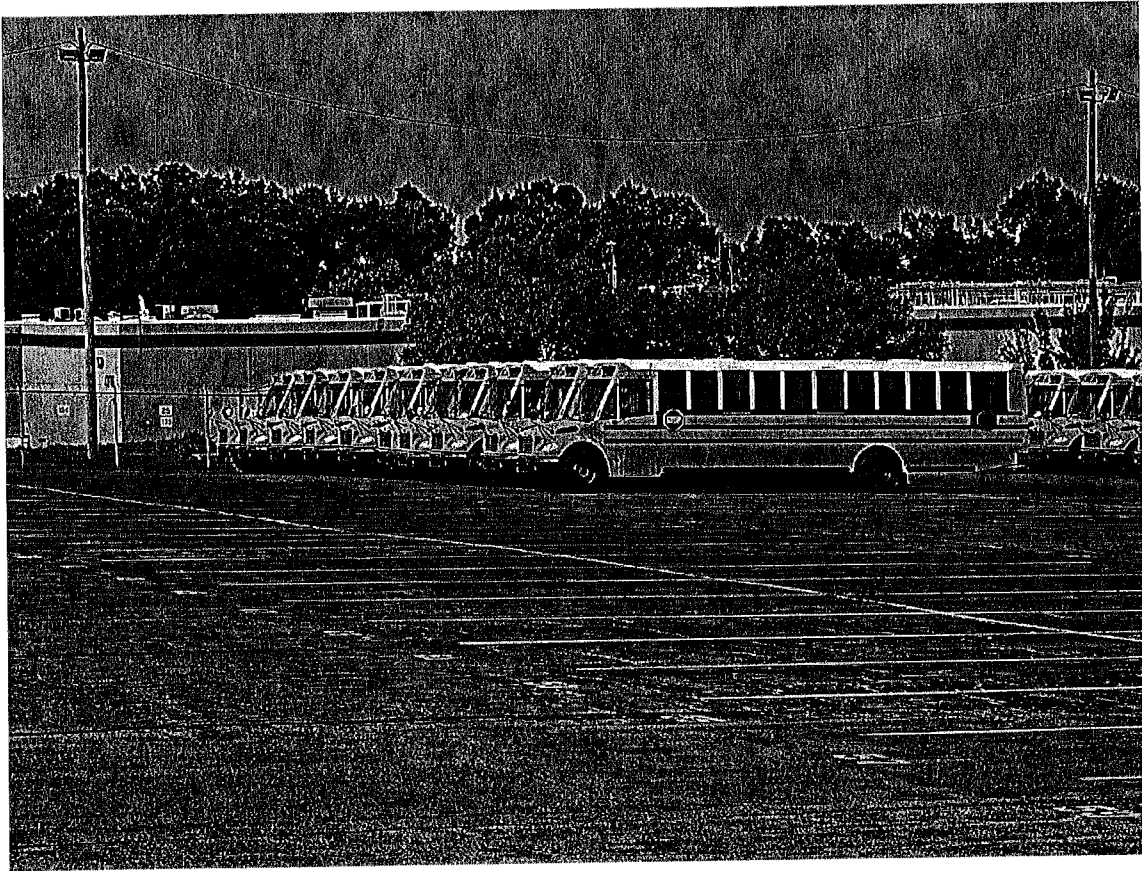
**Fleet Delivery Schedule:** Zum's full fleet delivery schedule for HCPSS (as of 8/13/23) is included below:

Howard		
Week Of		Est # of Buses Arriving
5/14/2023	5/20/2023	1
5/21/2023	5/27/2023	12
5/28/2023	6/3/2023	18
6/4/2023	6/10/2023	34
6/11/2023	6/17/2023	16
6/18/2023	6/24/2023	11
6/25/2023	7/1/2023	28
7/2/2023	7/8/2023	20
7/9/2023	7/15/2023	22
7/16/2023	7/22/2023	12



**Yard / Facility:**

- 
- 
- 190 BusPatrol Cameras installed as of (8/11)
- 
- 
- 
- 164 Netradyne cameras have been installed as of (8/11)
- 
- 
- 206 Radio installs completed
- 
- 
- 
- 24 Zum Vans underwent Maryland State inspections to be utilized as needed
- 
- 
- 
- Cradle installs are 60% complete as of 8/11, on pace to be completed by 8/25
- 
- 
- 
- All trailers are delivered and installed and awaiting power to be connected
- 
- 
- 
- Furniture has been delivered and placed in the trailers as of 8/11
- 
- 
- 
- 
- Booster representatives met onsite to conduct vehicle fueling walk through
- 
- 
- 
- Vehicle cleaning vendor will visit location on Saturday 8/12 to conduct walk through
-



#### Drivers & Local Team:

- 
- 
- **General Manager -**
- Kami Moody
- 
- 
- 
- **Operations Manager -**

- Puneet Katewa
- 
- 
- 
- **Safety Manager -**
- Stacy Longmore
- 
- 
- 
- **Payroll Admin -**
- Hiring in process
- 
- 
- 
- **Regional Operations - Onsite Support**
- - Elba Vasquez, Addy Sharma and Oliver Jones.
- 
- 
- 
- **Maintenance Manager -**
- Dare Alo
- 
- 
- 
- **Maintenance Tech 1**
- - Shekai Von Henricks and Melvin.
- 
- 
- 
- **Maintenance Tech 2 -**
- Dare interviewed 2\* Tech 2.
- 
- 
- 
- **Maintenance Tech 3**
- - PJ in final interview stage
- 
- 
- 
- **School Operations -**
- Cecilia Ferdows - Hired.
- 
- 
- 
- **Dispatcher -**
- 2 dispatchers Hired, one left so looking for another candidate.
- 
- 
- 
- **MSDE Qualified School bus Trainer:**
- Hiring for MSDE qualified school bus driver positions - \$34 hourly wage and \$5,000 sign on bonus.
-

### Driver Hiring:

- 
- 
- **Driver Certification -**
- Our driver hiring is in full swing with tremendous interest from both CDL and
- Non CDL Drivers. At present we are on track to create ~10-14 certified school bus
- drivers every week (e.g. drivers who were non CDL before or CDL drivers who were
- previously not school bus certified).
- 
- 
- 
- **Driver Applicants**
- 
- - 
  - 
  - Non CDL applicants - 811
  - 
  - 
  - 
  - CDL applicants - 343
  -
- 
- 
- **Current Driver Hiring Stats**
- 
- - 
  - 
  - **Certified School Bus Drivers Hired to Date**
  - (Offer Letter signed & Ready for Day 1) = **146**
  - 
  - 
  - 
  - 
  - 
  - In pipeline this week:
  - - 
    - 
    - Total certified school bus drivers in the pipeline - 72
    - 
    - 
    - 
    - 
    - 
    - 
    - Total non certified applicants in BTW - 43
    - 
    - 
    - 
    - 
    - Total candidates pending permits - 117
    -
- 
- 
- Classes are running weekly and last week we ended with 25 that finished

- class.
- 

- 
- 
- 
- 
- 
- 

## Driver Trainers

-

21

- 
- 
- 1
- BTW trainer in training
- 

- 
- 
- 
- 

## Training

- 
- 
- Classroom training to continue weekly, next class - Monday (8/21).
- 
- 
- 
- Driver training class held week of (08/7/23)
- - 
  - 
  - 25
  - completed the class and have all scheduled their permit test.
  -

- 
- 
- 
- 

## Recruitment & Local Awareness:

- 
- 
- Social Media Ads on Facebook / Programmatic / Mailchimp
- 
- 
- 
- Facebook videos with GM - Kami Moody and 3 - Jackie, Steve and Adam for facebook ready to be rolled out.
- 
-

- 
- Hiring event planned for Aug 15, 2023 at the Yard.
- 
- 
- 
- Scheduled time with Monique Shearn with Maryland New Directions (Aug. 16, 17, 22, 24, 25, 30) to process more CDL certified drivers.
- 

#### Recent Events:

- 
- 
- Paperwork, training , flights and stay for out of state Drivers (WA) finalized as part of Day 1 preparation.
- 
- 
- 
- **Zum Vans**
  - – 24 Zum Vans done with MD state inspections. Sending 21 more vans, yet to arrive. Total of 45 Zum vans expected for day one.
- 

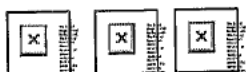
#### Upcoming Events:

- 
- 
- **Bid Day and Orientation Day -**
- tentatively scheduled for Mon. (8/21)
- 
- 
- 
- **Howard County - Zum Kick Off Event -**
- Tues. (8/22)
- 
- 
- 
- **Dry Runs -**
- planned for (8/23- 8/25)
- 

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)

Zūm Services, Inc.



**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** [External] Re: Entire Bus Schedule  
**Date:** Wednesday, August 16, 2023 7:54:26 AM

---

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Got it! Thank you



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
[Mailtrack](#)

On Wed, Aug 16, 2023 at 7:52 AM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Liz,  
Sorry that I hadn't sent this one. Somehow I missed it. I let JD'S office know that I had failed to send it.  
Thanks for getting a bus over there.  
Do you know if you are missing any other schedules? I will double check as well.  
Again my apologies.  
Brian

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

Begin forwarded message:

**From:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Date:** August 15, 2023 at 12:56:15 PM EDT  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Fw: Entire Bus Schedule

Here is the rest of Long Reach

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:** Joseph A. Thomas <[Joseph\\_Thomas@hcpss.org](mailto:Joseph_Thomas@hcpss.org)>

**Sent:** Tuesday, August 15, 2023 12:51 PM

**To:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>

**Subject:** Entire Bus Schedule



**From:** [Liz Sanchez](#)  
**To:** [Monica Pringle](#)  
**Cc:** [Brian Nevin](#); [Puneet Katewa](#); [Kami Moody](#)  
**Subject:** Re: [External] Pre certified drivers  
**Date:** Tuesday, August 15, 2023 7:25:55 PM  
**Attachments:** [Outlook-pxwncdqz.png](#)  
[Outlook-luhamnk0.png](#)  
[Outlook-330wzz0v.png](#)

---

Thank you Monica!!



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



Sender notified by  
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On Tue, Aug 15, 2023 at 7:24 PM Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)> wrote:

Good evening,

Drivers highlighted in green are certified in our system. I will update the spreadsheet in the morning.

Thanks,  
Monica



**Monica Pringle**

*Coordinator of Transportation, Specialized Service and Training  
Student Transportation Office  
Howard County Public School System  
5451 Beaverkill Road  
Columbia, MD 21044  
(410) 313-6729 office  
(443) 463-0484 cell*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>

**Sent:** Friday, August 4, 2023 5:19 PM

**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

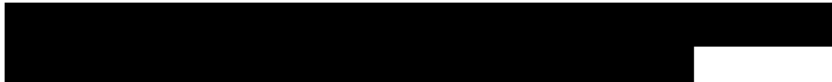
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Puneet Katewa <[pkatewa@ridezum.com](mailto:pkatewa@ridezum.com)>; Kami Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>

**Subject:** Re: [External] Pre certified drivers

Good afternoon,

Wanted to provide you with an update of where we are with paperwork.

Below is a link to the list of drivers that we need additional paperwork for (these drivers were on the list that was provided on Monday).



### Google Sheets: Sign-in

Access Google Sheets with a personal Google account or Google Workspace account (for business use).

[docs.google.com](https://docs.google.com)

We have completed the 9 hours behind the wheel temporary certification for 4 ZUM drivers. We will start the training for 2 additional drivers on Monday of next week.

Puneet will provide us paperwork on Monday for the WA drivers.

Puneet will provide us with a list of the drivers that attended the on-boarding last week and this week (drivers that have a CDL with P & S from other jurisdictions).

Thank you,  
Monica



**Monica Pringle**

*Coordinator of Transportation, Specialized Service and Training  
Student Transportation Office*

*Howard County Public School System*

*5451 Beaverkill Road*

*Columbia, MD 21044*

*(410) 313-6729 office*



**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>

**Sent:** Thursday, August 3, 2023 6:57 PM

**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Puneet Katewa <[pkatewa@ridezum.com](mailto:pkatewa@ridezum.com)>; Kami

Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>

**Subject:** Re: [External] Pre certified drivers

Good evening,

Thank you for responding.

- Need paperwork for pre certified drivers - I spoke to Puneet and he said you should have all paperwork for the pre-certified drivers with the exception of two. 2 are out of town, and 1 will likely not join us. Please let me know what else is missing.

**(I will confirm tomorrow what paperwork is still needed.)**

- For the trainers you are working with to provide temporary status, I understand two chose not to continue, however another two took their place and we should have a total of 5 new ones. Thanks for your help on this.

**(We will be finished providing the BTW training for temporary status for 4 of the drivers tomorrow. I spoke to Stacey about sending the additional paperwork for those drivers.)**

- For the WA drivers that we are planning on bringing in and in reference to their fingerprints, Puneet is working with the local folks we use to determine the best way to get this done.

**(I spoke to Puneet today. I will follow up with him tomorrow.)**

Have a good evening,  
Monica



**Monica Pringle**

*Coordinator of Transportation, Specialized Service and Training  
Student Transportation Office  
Howard County Public School System  
5451 Beaverkill Road  
Columbia, MD 21044  
(410) 313-6729 office*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Sent:** Thursday, August 3, 2023 5:16 PM

**To:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Puneet Katewa <[pkatewa@ridezum.com](mailto:pkatewa@ridezum.com)>; Kami

Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>

**Subject:** [External] Pre certified drivers

**! 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.**

Monica,

I spoke to Brian yesterday and it was my understanding that you need some information from us and want to ensure we respond accordingly.

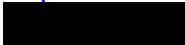
- Need paperwork for pre certified drivers - I spoke to Puneet and he said you should have all paperwork for the pre-certified drivers with the exception of two. 2 are out of town, and 1 will likely not join us. Please let me know what else is missing.
- For the trainers you are working with to provide temporary status, I understand two chose not to continue, however another two took their place and we should have a total of 5 new ones. Thanks for your help on this.
- For the WA drivers that we are planning on bringing in and in reference to their fingerprints, Puneet is working with the local folks we use to determine the best way to get this done.

Please let me know if you have any questions and or if we are missing anything else.

Thank you!



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#); [Liz Sanchez](#)  
**Subject:** Fwd: Zum and Field Trip Buses  
**Date:** Tuesday, August 15, 2023 4:32:37 PM  
**Attachments:** [Outlook-unm2em4e.png](#)

---

Here is another field trip concern.  
Thanks

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

Begin forwarded message:

**From:** Richard Smart <[Richard\\_Smart@hcpss.org](mailto:Richard_Smart@hcpss.org)>  
**Date:** August 15, 2023 at 4:20:49 PM EDT  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>, Kimberly Lawrence <[Kimberly\\_Lawrence@hcpss.org](mailto:Kimberly_Lawrence@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** re: Zum and Field Trip Buses

Hi Kim, and Alex!

I'm in the process of organizing our paperwork for the grade 6 field trip to Terrapin Adventure. I spoke with Zum last week and did not get a call back, so I called them today and was told there is not a process in place today for me to get a quote and book field trip buses.

Are we just in a holding pattern? Did I get the right info? It's possible other schools are calling them too as we've received a couple of emails about which vendor to use.

Thanks for your help in the midst of all the busy!!  
Regards,  
Richard

Richard Smart  
Integrity|Dignity|Empowerment  
Principal, Patuxent Valley Middle School  
My Pronouns: He/Him/His

Phone: (410) 880-5840  
Web: [pvms.hcpss.org](http://pvms.hcpss.org)



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**From:** [Liz Sanchez](#)  
**To:** [Monica Pringle](#)  
**Cc:** [Brian Nevin](#); [Puneet Katewa](#); [Kami Moody](#)  
**Subject:** Re: [External] Pre certified drivers  
**Date:** Tuesday, August 15, 2023 4:29:31 PM  
**Attachments:** [Outlook-pxwncdaz.png](#)  
[Outlook-luhamnk0.png](#)

---

Monica,

Can this please be updated so we know who is ready and who is not? Puneet mentioned that it has not been updated and I want to ensure we are ready to go for day one.

Thanks



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>  
[Redacted]



Sender notified by  
[Mailtrack](#)

On Fri, Aug 4, 2023 at 5:19 PM Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)> wrote:

Good afternoon,

Wanted to provide you with an update of where we are with paperwork.

Below is a link to the list of drivers that we need additional paperwork for (these drivers were on the list that was provided on Monday).



### Google Sheets: Sign-in

Access Google Sheets with a personal Google account or Google Workspace account (for business use).

[docs.google.com](https://docs.google.com)

We have completed the 9 hours behind the wheel temporary certification for 4 ZUM drivers. We will start the training for 2 additional drivers on Monday of next week.

Puneet will provide us paperwork on Monday for the WA drivers.

Puneet will provide us with a list of the drivers that attended the on-boarding last week and this week (drivers that have a CDL with P & S from other jurisdictions).

Thank you,  
Monica



**Monica Pringle**

*Coordinator of Transportation, Specialized Service and Training  
Student Transportation Office  
Howard County Public School System  
5451 Beaverkill Road  
Columbia, MD 21044  
(410) 313-6729 office*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>

**Sent:** Thursday, August 3, 2023 6:57 PM

**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Puneet Katewa <[pkatewa@ridezum.com](mailto:pkatewa@ridezum.com)>; Kami Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>

**Subject:** Re: [External] Pre certified drivers

Good evening,

Thank you for responding.

- Need paperwork for pre certified drivers - I spoke to Puneet and he said you should have all paperwork for the pre-certified drivers with the exception of two. 2 are out of town, and 1 will likely not join us. Please let me know what else is missing.

**(I will confirm tomorrow what paperwork is still needed.)**

- For the trainers you are working with to provide temporary status, I understand two chose not to continue, however another two took their place and we should have a total of 5 new ones. Thanks for your help on this.

**(We will be finished providing the BTW training for temporary status for 4 of the drivers tomorrow. I spoke to Stacey about sending the additional paperwork for those drivers.)**

- For the WA drivers that we are planning on bringing in and in reference to their fingerprints, Puneet is working with the local folks we use to determine the best way to get this done.

**(I spoke to Puneet today. I will follow up with him tomorrow.)**



Have a good evening,  
Monica



**Monica Pringle**

*Coordinator of Transportation, Specialized Service and Training  
Student Transportation Office  
Howard County Public School System  
5451 Beaverkill Road  
Columbia, MD 21044  
(410) 313-6729 office*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>

**Sent:** Thursday, August 3, 2023 5:16 PM

**To:** Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Puneet Katewa <[pkatewa@ridezum.com](mailto:pkatewa@ridezum.com)>; Kami Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>

**Subject:** [External] Pre certified drivers

**! 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.**

Monica,

I spoke to Brian yesterday and it was my understanding that you need some information from us and want to ensure we respond accordingly.

- Need paperwork for pre certified drivers - I spoke to Puneet and he said you should have all paperwork for the pre-certified drivers with the exception of two. 2 are out of town, and 1 will likely not join us. Please let me know what else is missing.
- For the trainers you are working with to provide temporary status, I understand two chose not to continue, however another two took their place and we should have a total of 5 new ones. Thanks for your help on this.
- For the WA drivers that we are planning on bringing in and in reference to their fingerprints, Puneet is working with the local folks we use to determine the best way to get this done.

Please let me know if you have any questions and or if we are missing anything else.

Thank you!



Liz Sanchez  
Executive Vice President  
Zum Services, Inc  
<https://www.ridezum.com/>



**From:** [Brian Nevin](#)  
**To:** [Shilpan Patel](#)  
**Cc:** [Liz Sanchez](#); [Victoria Plummer](#); [Serena Wang](#); [Sarah Skinner](#); [Cecilia Ferdows](#)  
**Subject:** RE: [External] Incident Reporting SOP (WIP)  
**Date:** Tuesday, August 15, 2023 1:30:00 PM

---

Will do

Thank you

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

---

**From:** Shilpan Patel <spatel@ridezum.com>  
**Sent:** Tuesday, August 15, 2023 1:01 PM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Cc:** Liz Sanchez <liz@ridezum.com>; Victoria Plummer <vplummer@ridezum.com>; Serena Wang <serena@ridezum.com>; Sarah Skinner <sarah@ridezum.com>; Cecilia Ferdows <cferdows@ridezum.com>  
**Subject:** [External] Incident Reporting SOP (WIP)

**! 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.**

Good afternoon Brian,

Attached is the **Incident Reporting SOP** we spoke about last week.

Please share with your team for feedback.

Look forward to seeing you and the team tomorrow!

Sincerely,

**From:** [Jack Davis](#)  
**To:** [Brian Nevin](#); [Sarah Skinner](#); [Liz Sanchez](#)  
**Subject:** Re: Athletics  
**Date:** Tuesday, August 15, 2023 12:47:19 PM  
**Attachments:** [AAM directory w cell info SY24 \(1\).pdf](#)  
[Outlook-1520964437.png](#)

---

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

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#); [Liz Sanchez](#)  
**Subject:** FW: Centennial HS Fall Athletic Bus Schedule  
**Date:** Tuesday, August 15, 2023 12:08:00 PM  
**Attachments:** [Centennial HS - Fall 2023-24 Bus Transportation Schedule.xlsx](#)  
[Outlook-1520964437.png](#)

---

Here is Centennial  
Thanks

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

---

**From:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Sent:** Tuesday, August 15, 2023 12:06 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Fw: Centennial HS Fall Athletic Bus Schedule

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:** Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)>  
**Sent:** Friday, August 11, 2023 4:02 PM  
**To:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Subject:** Centennial HS Fall Athletic Bus Schedule

John, attached is Centennial High School's Fall Athletic Bus Schedule. Since we just lost Woodlawn Motor Coach today as our Bus Contractor at the last minute, please let me know which Bus Contractor will get the CHS Contract. I have two busses going out for a Football Scrimmage next Saturday, thanks,  
Jeannie

Jeannie Prevosto, CMAA, CIC  
Athletics & Activities Manager  
Centennial High School  
Home of the Eagles  
3A East Region  
(410) 313-2865  
[jeannie\\_prevosto@hcpss.org](mailto:jeannie_prevosto@hcpss.org)

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**From:** [Vivek Garg](#)  
**To:** [Jahantab Siddiqui](#)  
**Cc:** [Alison Cuomo](#); [Anissa Dennis](#); [Brian Nevin](#); [Brian W. Bassett](#); [Emily Bahhar](#); [Jen Robinson](#); [Jenny Mayfield](#); [Sarah Skinner](#); [Scott Washington](#)  
**Subject:** Re: [External] Zum - Sample Communication for Schools to Share with Parents / Guardians  
**Date:** Monday, August 14, 2023 10:27:53 PM

---

You don't often get email from [vivek@ridezum.com](mailto:vivek@ridezum.com). [Learn why this is important](#)

Yes we will text a draft msg for your approval. We are working on it.

Best,

On Mon, Aug 14, 2023 at 19:25 Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Hi all,

Just jumping in to say that I am asking SMIL to hold on having schools send anything out until we have had a chance to meet internally to discuss as there are still several unanswered questions that we need to discuss. We are hoping to pull an internal meeting tomorrow morning in between events to discuss and will circle back.

In the meanwhile, just confirming that Sarah you will text me a draft f/u message that Zum is drafting to send to families tonight regarding the earlier message.

Thanks,  
Jahantab

On Aug 14, 2023, at 10:12 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Brian,

Thanks for your note. Absolutely, I've shared access to the following resources with all cc'ed on this email:

- [Sample Communication for Schools Administrators to Share with Parents / Guardians](#) - Announcing the New Partnership with Zum
  - Suggested date for schools to share information with Parents/ Guardians: **Aug. 9th-13th, 2023**

Please take a look and let me know if you have any questions. As we discussed, these resources are provided as a suggested template, and school administrators should feel free to make edits as appropriate when they communicate with their parents/ families.

Feel free to email or call me anytime if you have any questions or would



like to discuss next steps. My cell: [REDACTED].

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

[REDACTED]  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Mon, Aug 14, 2023 at 7:02 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Hi Sarah,  
I just include the communications team on this email. Can you give them access.  
Thanks  
Brian

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

Begin forwarded message:

**From:** Jen Robinson <[Jen\\_Robinson@hcpss.org](mailto:Jen_Robinson@hcpss.org)>  
**Date:** August 9, 2023 at 9:15:42 AM EDT  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>, "Patrick J. Saunderson" <[Patrick\\_Saunderson@hcpss.org](mailto:Patrick_Saunderson@hcpss.org)>, Kendra Johnson <[Kendra\\_Johnson1@hcpss.org](mailto:Kendra_Johnson1@hcpss.org)>  
**Cc:** Kimberly Lawrence <[Kimberly\\_Lawrence@hcpss.org](mailto:Kimberly_Lawrence@hcpss.org)>  
**Subject: Re: [External] Zum - Sample Communication for Schools to Share with Parents / Guardians**

Good morning Brian~I tried to click the link but it says I need access. I assume that will be the same for all of us so can you open it up to us?  
Thanks!

**Jennifer A. Robinson**  
Community Superintendent (Area 2)  
Howard County Public School System  
10910 Clarksville Pike  
Ellicott City, MD 21042

410.313.6609



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**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Wednesday, August 9, 2023 9:02 AM  
**To:** Patrick J. Saunderson <[Patrick\\_Saunderson@hcpss.org](mailto:Patrick_Saunderson@hcpss.org)>; Jen Robinson <[Jen\\_Robinson@hcpss.org](mailto:Jen_Robinson@hcpss.org)>; Kendra Johnson <[Kendra\\_Johnson1@hcpss.org](mailto:Kendra_Johnson1@hcpss.org)>  
**Cc:** Kimberly Lawrence <[Kimberly\\_Lawrence@hcpss.org](mailto:Kimberly_Lawrence@hcpss.org)>  
**Subject:** FW: [External] Zum - Sample Communication for Schools to Share with Parents / Guardians

Good morning,

This is a follow up from the Zum training with the administrators. It is a draft of communication that schools should send to parents between now and 8/14 when Zum will begin to reach out directly to parents with further communication. Please feel free to edit as you see fit and share with the Zum schools for distribution.

Let me know if you have any questions or concerns and we can get the staff from Zum looped in if necessary.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Sent:** Tuesday, August 8, 2023 10:35 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>;

Kami Moody <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>; Niket Sanghvi  
<[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>;  
Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Subject:** [External] Zum - Sample Communication for Schools  
to Share with Parents / Guardians

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HCPSS. Do not click links or open attachments, unless  
you recognize the sender and know the content is safe.**

Hi Brian,

I've shared below a link to the following resources:

- [Sample Communication for Schools  
Administrators to Share with Parents /  
Guardians](#) - Announcing the New Partnership with  
Zum
  - Suggested date for schools to share information  
with Parents/ Guardians: **Aug. 9th-13th, 2023**

Please take a look and let me know if you have any  
questions. As we discussed, these resources are provided  
as a suggested template, and school administrators should  
feel free to make edits as appropriate when they  
communicate with their parents/ families.

Feel free to email or call anytime if you have any questions  
or would like to discuss next steps.

Best, Sarah

Sarah Skinner

Vice President of Strategic Partnerships



[sarah@ridezum.com](mailto:sarah@ridezum.com)

[Zūm Services, Inc.](#)



--

Vivek Garg

[Zum Services, Inc.](#)



275 Shoreline Dr Suite 200,  
Redwood City,  
CA 94065

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**From:** [Brian Nevin](#)  
**To:** [Ivan Vasilko](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [Niket Sanghvi](#); [Adam Downes](#); [Andrew Mormysh](#); [Cecilia Ferdows](#); [Rohit Jain](#); [Shilpan Patel](#)  
**Subject:** Re: [External] Re: Student count for transportation  
**Date:** Monday, August 14, 2023 9:41:38 PM

---

Thank you for the heads up. You might see more confusion coming from parents as it appears the schools or at minimum not all schools sent out the info in advance.  
My apologies for that. Will follow up tomorrow.  
Brian

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

On Aug 14, 2023, at 9:31 PM, Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)> wrote:

**! 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.**

The welcome emails to the parents of the GenEd students have been sent out.

On Mon, Aug 14, 2023 at 11:15 AM Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)> wrote:  
Hi Brian and Adam,

We have narrowed down the total number of **GenEd students for transportation to 19,107**. If this number appears correct to you, please confirm so that we can proceed with sending out the emails.

Best,  
Ivan

On Fri, Aug 11, 2023 at 1:07 PM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Hi Brian and Adam - Can you please let us know does the below GenEd student count for Zum routes looks correct from your end?

Regards,  
Shiva

On Thu, Aug 10, 2023 at 5:42 PM Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)> wrote:

Hi Brian and Adam,

Based on the data from Doug, and narrowing down to schools we will

provide transportation, we are seeing **20,058 GenEd students** for transportation.

Does this number look correct to you?

If the GenEd number looks correct we will ingest the data and send out emails on Monday.

We don't have a number for SpEd students yet, as we are waiting for route data, ETA next week per Adam.

We will not be able to send emails to SpEd students until we have the routes.

Thanks,  
Niket

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Re: [External] Re: Athletic Trips  
**Date:** Monday, August 14, 2023 8:06:01 PM

---

Yes that is correct.  
Thanks

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

On Aug 14, 2023, at 7:43 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

**! 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 Brian,  
To confirm, per your email, we will not be covering Glenelg and Howard, is that correct?

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Mon, Aug 14, 2023 at 2:47 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

See attached but disregard Glenelg and Howard.  
Still also need to find Centennial.  
Thanks  
Brian

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

Begin forwarded message:

**From:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>

**Date:** August 14, 2023 at 10:06:10 AM EDT  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject: Re: Athletic Trips**

I have attached what I have. I will get the rest to you asap.

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](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Friday, August 11, 2023 4:29 PM  
**To:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Cc:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; Stephen Cowles <[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)>; Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>  
**Subject:** Re: Athletic Trips

Go ahead and send to me and I will see what I can do this weekend.

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

On Aug 11, 2023, at 2:21 PM, Jack Davis  
<[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)> wrote:

Howard would need to go to Tip Top. Centennial, Mt. Hebron, Oakland Mills would need to go to ZUM. I can have the AAMs send their fall schedules to Brian. Can you present to ZUM and Tip Top?



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:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Sent:** Friday, August 11, 2023 3:15 PM  
**To:** Stephen Cowles <[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)>  
**Cc:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>; Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Re: Athletic Trips

I suspect it's because the settlement agreement didn't contain dead head miles for summer school- she's pretty sore about it. Does Athletics contract have any liquidated damages?

Sent from my iPhone

On Aug 11, 2023, at 3:06 PM, Stephen Cowles <[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)> wrote:

Thank you. The next step will be to reach out to contact other vendors, such as Zum, to see if the buses can be obtained through their services. The contracts and/or services in effect would be reassigned.

*J. Stephen Cowles  
General Counsel  
Howard County Public School System  
10910 Clarksville Pike  
Ellicott City, MD 21042  
410-313-6605*

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The Office of General Counsel of the Howard County Public School System supports the school system's focus on student-centered practices, inclusive relationships, and responsive and efficient operations by providing high quality legal counsel, advice and representation to the Board of Education, the Superintendent of Schools, schools and offices.

---

**From:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>

**Sent:** Friday, August 11, 2023 3:05 PM

**To:** Robert Bruce

<[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>; Brian Nevin

<[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; James C. Fritz

<[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; Stephen Cowles

<[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)>

**Subject:** Athletic Trips

All,

Woodlawn is not willing to do athletic trips under the current terms of the contract.

Now what?

JD

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

<image001.png>

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**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#)  
**Subject:** Re: [External] Re: Athletics  
**Date:** Monday, August 14, 2023 8:01:47 PM

---

Hi Brian,  
Does tomorrow, Tuesday (8/15) from 11:30 - 12:00 pm ET work for you?  
I sent a calendar invite and have included Liz as well.  
Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships  
[REDACTED]  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Mon, Aug 14, 2023 at 2:49 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

I can basically make any time work before 1pm.

Thanks

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

On Aug 14, 2023, at 5:46 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

**! 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.**

Thank you, Brian. We will review the Fall Athletics data you sent in your other email as well. Let me know what time works for you tomorrow.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships  
[REDACTED]  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Mon, Aug 14, 2023 at 2:43 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
wrote:

Hi Sarah,

Wanted to touch base with you regarding athletics. Here is what I am getting from JD. The following schools for you to cover

Atholton

Centennial

Hammond

Long Reach

Mt Hebron

Oakland Mills

Reservoir

Wilde Lake

I am also going to try and share the fall schedules for the schools. Having problems with computer so working off my phone.

Let's set some time up to talk tomorrow morning if possible.

Thanks

Brian

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

**From:** [Brian Nevin](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Fwd: Fall Bus Schedule  
**Date:** Monday, August 14, 2023 5:44:11 PM  
**Attachments:** [FALL ATHLETIC BUS SCHEDULE.xlsx](#)

---

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

Begin forwarded message:

**From:** Jack Davis <Jack\_Davis@hcpss.org>  
**Date:** August 12, 2023 at 6:54:57 PM EDT  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Subject:** Fwd: Fall Bus Schedule

FYI. Long Reach

Sent from my iPhone

Begin forwarded message:

**From:** "Joseph A. Thomas" <Joseph\_Thomas@hcpss.org>  
**Date:** August 12, 2023 at 1:51:51 PM EDT  
**To:** Jack Davis <Jack\_Davis@hcpss.org>  
**Subject:** Fall Bus Schedule

JD,

Here is the first three weeks. I changed the format so I will send you the rest of the season tomorrow when I get home. I'm in [REDACTED]

Thanks,

Joe

**From:** [Liz Sanchez](#)  
**To:** [Brian Nevin](#)  
**Subject:** [External] Re: SOP'S on Monday  
**Date:** Monday, August 14, 2023 5:28:58 PM

---

! 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.

Yes!

Sent from my iPhone

> On Aug 14, 2023, at 5:04 PM, Brian Nevin <brian\_nevin@hcpss.org> wrote:  
>  
> Hi Liz,  
> Can we move the SOP'S meeting on Wednesday to 1:30-3:30 instead of the current schedule of 10:00 am?  
> Thanks  
> Brian  
>  
> Brian Nevin, Director  
> Office of Student Transportation  
> 410-313-6726  
>

**From:** [Brian Nevin](#)  
**To:** [Shilpan Patel](#)  
**Cc:** [Sarah Skinner](#); [Cecilia Ferdows](#); [Serena Wang](#); [Rohit Jain](#); [Liz Sanchez](#)  
**Subject:** RE: [External] Howard <> Zum SOP Document Reviewed Draft  
**Date:** Monday, August 14, 2023 4:10:00 PM  
**Attachments:** [HCPSS OST Contact Info.xlsx](#)

---

Good afternoon,  
Here is the updated contact info for staff.  
Thanks  
Brian

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

-----Original Message-----

From: Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
Sent: Monday, August 7, 2023 3:22 PM  
To: Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
Cc: Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Cecilia Ferdows <[cferdows@zumsf.com](mailto:cferdows@zumsf.com)>; Serena Wang <[serena@ridezum.com](mailto:serena@ridezum.com)>; Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>; Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>  
Subject: [External] Howard <> Zum SOP Document Reviewed Draft

! 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 Brian,

Here is the SOP document, first portion, that we reviewed on the last call.  
Information is updated based on the discussion, please let me know if your team has any feedback.

We can review the rest in coming days after getting this portion the final stamp of approval.

Sincerely,



**From:** [Sarah Skinner](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Liz Sanchez](#)  
**Subject:** [External] Re: FW: HCPSS Field Trip Form-Risk Mgmt Signoff  
**Date:** Monday, August 14, 2023 3:32:13 PM


---

**! 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.**

Thanks for flagging this. I'll call Ann Strozyk now to find out what happened.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

  
[sarah@ridezum.com](mailto:sarah@ridezum.com)  
[Zūm Services, Inc.](#)



On Mon, Aug 14, 2023 at 12:12 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Please see below feedback as it relates to field trips. Certainly not a good first impression with this individual. Not sure the validity but wanted you to be aware and hopefully you can ensure someone reaches out directly to address.

Thanks  
Brian

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

---

**From:** Ann Strozyk <[Ann\\_Strozyk@hcpss.org](mailto:Ann_Strozyk@hcpss.org)>  
**Sent:** Friday, August 11, 2023 1:55 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Re: HCPSS Field Trip Form-Risk Mgmt Signoff

Hi Brian,

I am not sure- I've called twice and spoke to two different operators. There was a language barrier with the first person. With both individuals, I was told that I would receive confirmation within 48 hours and it has been several days since I have spoken with ZUM. FYI- I did check with my spam folder. I have moved onto working with Tip Top.

Sorry for the inconvenience. Thanks,

Ann

Ann Strozyk

HCPSS Environmental Educator

Youth Climate Institute Founder 2020

Presidential Innovation Award for Environmental Educators 2020

Certified Natural Interpreter 2017

Watershed Report Card Founder 2014

Master Naturalist 2012

Howard County Conservancy

410.465.8877

[www.hcpss.org](http://www.hcpss.org)

[www.howardnature.org](http://www.howardnature.org)

Twitter Follow @AnnStrozyk

YCI Instagram Follow @HowardYCI

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>

**Date:** Friday, August 11, 2023 at 1:50 PM

**To:** Ann Strozyk <[Ann\\_Strozyk@hcpss.org](mailto:Ann_Strozyk@hcpss.org)>

**Cc:** Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>, Pierre Van Greunen <[Pierre\\_VanGreunen@hcpss.org](mailto:Pierre_VanGreunen@hcpss.org)>, Susan Mascaro <[Susan\\_Mascaro@hcpss.org](mailto:Susan_Mascaro@hcpss.org)>, Robin Heaphy <[Robin\\_Heaphy@hcpss.org](mailto:Robin_Heaphy@hcpss.org)>, James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>, Andrea Misner <[Andrea\\_Misner@hcpss.org](mailto:Andrea_Misner@hcpss.org)>  
**Subject:** Re: HCPSS Field Trip Form-Risk Mgmt Signoff

Hi Ann,

Thank you for the feedback on Zum. Do you happen to know who you spoke to? I will call their VP and address the matter.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

410-313-6726

On Aug 11, 2023, at 9:41 AM, Ann Strozyk <[Ann\\_Strozyk@hcpss.org](mailto:Ann_Strozyk@hcpss.org)> wrote:

Hi Robert,

Thanks for your help.

FYI- ZUM has been unresponsive in confirming field trips this week. Tip Top has Class A customer service.

Thanks,

Ann

Ann Strozyk

HCPSS Environmental Educator

Youth Climate Institute Founder 2020

Presidential Innovation Award for Environmental Educators 2020

Certified Natural Interpreter 2017

Watershed Report Card Founder 2014

Master Naturalist 2012

Howard County Conservancy

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[www.hcpss.org](http://www.hcpss.org)

[www.howardnature.org](http://www.howardnature.org)

Twitter Follow @AnnStrozyk

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---

**From:** Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)>

**Date:** Wednesday, August 2, 2023 at 1:22 PM

**To:** Ann Strozyk <[Ann\\_Strozyk@hcpss.org](mailto:Ann_Strozyk@hcpss.org)>

**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>, Pierre Van Greunen

<[Pierre\\_VanGreunen@hcpss.org](mailto:Pierre_VanGreunen@hcpss.org)>, Susan Mascaro

<[Susan\\_Mascaro@hcpss.org](mailto:Susan_Mascaro@hcpss.org)>, Robin Heaphy <[Robin\\_Heaphy@hcpss.org](mailto:Robin_Heaphy@hcpss.org)>,

James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>, Andrea Misner

<[Andrea\\_Misner@hcpss.org](mailto:Andrea_Misner@hcpss.org)>

**Subject:** Re: HCPSS Field Trip Form-Risk Mgmt Signoff

Hello Ann,

Attached is a spreadsheet of who is responsible for providing field trips for each school. The list is broken down by contract area. Areas 1 and 2 are open to any contractor. Areas 3-6 are the responsibility of either Tip Top Transportation or Zum Services. Other contractors should not be utilized for Areas 3-6. Should you run into problems with Tip Top or Zum not fulfilling your needs please us know.

I have also included a list of contractors and their contact information by region.

Please let us know if you have any questions or need anything else.

Thanks,

Robert

Robert Bruce, NIGP-CPP, CPPO, CPPB

Director of Procurement and Materials Management

Howard County Public School System

Phone: 410-313-6722



Email: [Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)

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**From:** [Jenny Mayfield](#)  
**To:** [Jahantab Siddiqui](#)  
**Cc:** [Brian W. Bassett](#); [Brian Nevin](#); [Scott Washington](#); [Sarah Skinner](#)  
**Subject:** Re: [External] Re: Upcoming August 22 kick off  
**Date:** Monday, August 14, 2023 3:24:10 PM

---

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

Just tried you. Feel free to call my cell phone at [REDACTED]  
Thank you so much. Excited to connect.

Sent from my iPhone

On Aug 14, 2023, at 8:41 AM, Jahantab Siddiqui  
<[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Jenny – do you have a few minutes for a quick call? I’m open for the next couple hours and can be reached on cell. [REDACTED]

Jahantab Siddiqui  
Chief Administrative Officer  
Howard County Public School System  
Office: 410-313-6680  
[REDACTED]

---

**From:** Brian W. Bassett <[Brian\\_Bassett@hcpss.org](mailto:Brian_Bassett@hcpss.org)>  
**Sent:** Monday, August 14, 2023 11:31 AM  
**To:** Jenny Mayfield <[jenny@ridezum.com](mailto:jenny@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>; Scott Washington <[Scott\\_Washington@hcpss.org](mailto:Scott_Washington@hcpss.org)>  
**Cc:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Subject:** Re: [External] Re: Upcoming August 22 kick off

Hi Jenny,

I'm looping in two of our chiefs - Scott Washington and Jahantab Siddiqui - for their input. In the meantime I will check with Dr. Martirano's assistant but I suspect he will be happy to provide remarks if he is already scheduled to attend.

**Brian Bassett**  
Director of Communications & Engagement

Howard County Public School System

---

**From:** Jenny Mayfield <[jenny@ridezum.com](mailto:jenny@ridezum.com)>  
**Sent:** Monday, August 14, 2023 9:57 AM  
**To:** Brian W. Bassett <[Brian\\_Bassett@hcpss.org](mailto:Brian_Bassett@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Subject:** [External] Re: Upcoming August 22 kick off

**! 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.**

Good morning. Happy Monday!

I wanted to check in on the below to see if you had any thoughts or concerns. If we are going to invite other members of the community, I'd like to get the invites out early this week. As noted, we are totally open.

Look forward to hearing from you.

Best, Jenny

On Aug 11, 2023, at 2:56 PM, Jenny Mayfield <[jenny@ridezum.com](mailto:jenny@ridezum.com)> wrote:

Hi Brian and Brian,

Hope all is well.

Sorry I sent this email twice --- my wifi was spotty yesterday!

Wanted to follow up on the **Tuesday, August 22** event which is scheduled for **10am to noon** at the Zum yard. These kick off events are always a highlight as it gives us an opportunity to celebrate our amazing drivers as we head into a new school year. We are thrilled that the Superintendent and other district officials are able to attend.

We would love to invite the Superintendent to join our CEO Ritu Narayan in making a few remarks and then help us recognize a handful of drivers who have stood out this training season. We will also have a raffle and provide lunch. We typically invite community leaders, particularly those who have been supportive along the way. We are including a short list below, which we are happy to delete from or add to.

- 
- 
- County Executive Calvin Ball
- 
- 
- 
- President of Howard County Chamber of Commerce
- 
- 
- 
- Senator Katie Fry-Hester
- 
- 
- 
- Ken Ulman
- 
- 
- 
- Jennifer Jones, CEO of Howard County Economic Development Authority
- 
- 
- 
- Angela Cabellon, Chief of Staff to County Executive Ball
- 
- 
- 
- Fran Trout, Director of Howard County Workforce Development.
- 
- 
- 
- Rev. Dr. Rickey Harvey, Jr., Assistant Pastor, St. John Baptist Church
- 
- 
-



- Minister Larry Walker, Deputy Pastor, Celebration Church
- 
- 
- 
- Head of NAACP Chapter, Howard County
- 

We welcome any input. And look forward to celebrating the new school year with you in a couple of weeks.

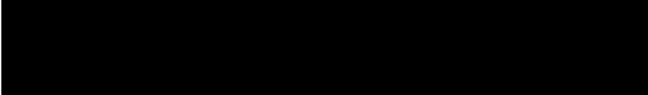
Best,

Jenny

## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023 10:30am - 11am (EDT) (scott.washington@hcpss.org)

**Location:** 

**Start:** Thu 8/24/2023 10:30 AM

**End:** Thu 8/24/2023 11:00 AM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Organizer:** sarah@ridezum.com

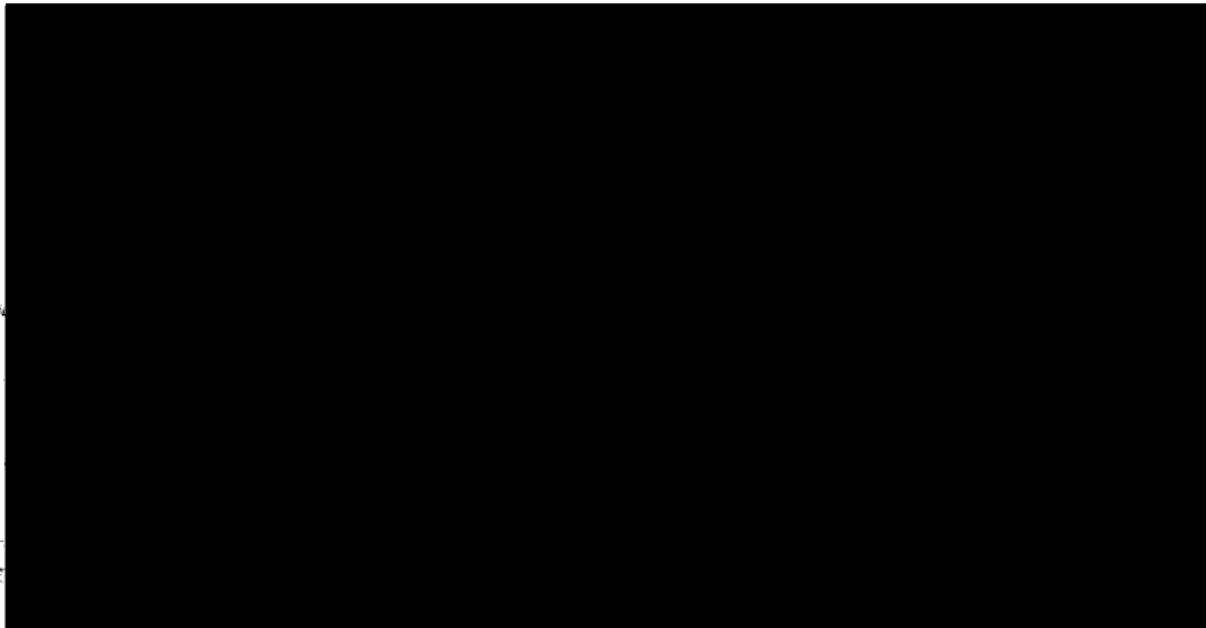
You don't often get email from sarah@ridezum.com. [Learn why this is important](#)

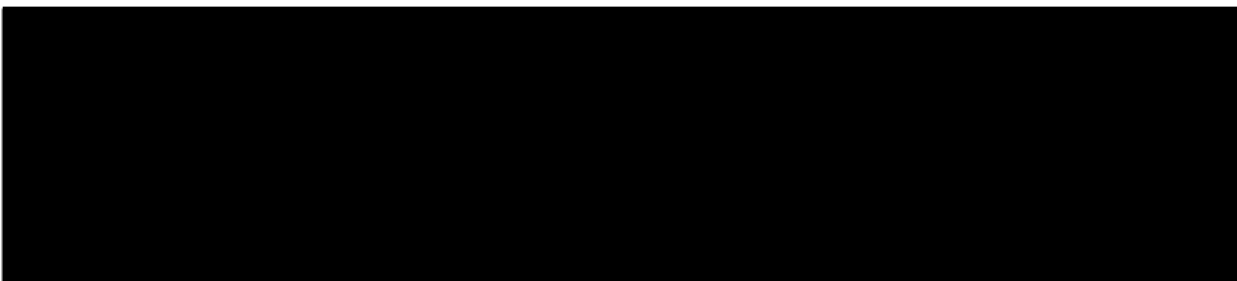
**! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.**

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





---

**When**

Thursday Aug 24, 2023 · 10:30am – 11am (Eastern Time - New York)

**Location**

[View map](#)

**Guests**

sarah@ridezum.com - organizer

brian\_nevin@hcpss.org

scott\_washington@hcpss.org

jahantab\_siddiqui@hcpss.org

Vivek Garg

[View all guest info](#)

**Reply** for scott\_washington@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar


You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023 10:30am - 11am (EDT) (brian.nevin@hcpss.org)

**Location:** 

**Start:** Thu 8/24/2023 10:30 AM

**End:** Thu 8/24/2023 11:00 AM

**Recurrence:** (none)

**Meeting Status:** Accepted

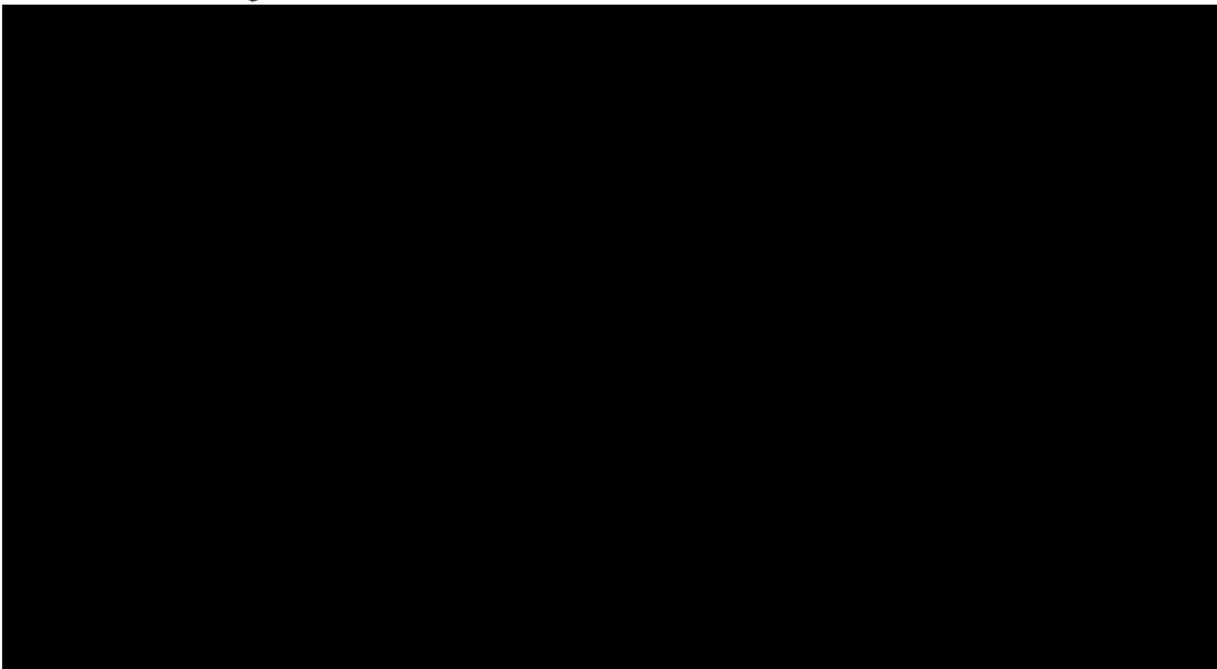
**Organizer:** sarah@ridezum.com

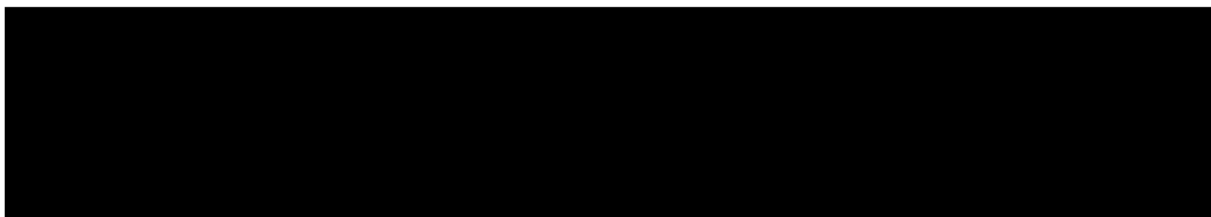
**! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.**

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





---

**When**

Thursday Aug 24, 2023 · 10:30am – 11am (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer

brian\_nevin@hcpss.org

scott\_washington@hcpss.org

jahantab\_siddiqui@hcpss.org

Vivek Garg

[View all guest info](#)

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

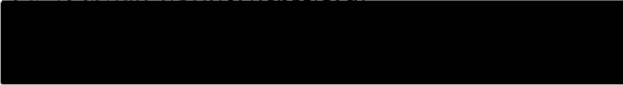
You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Zum App @ Mon Aug 21, 2023 2:30pm - 3:30pm (EDT) (brian\_nevin@hcpss.org)

**Location:** 

**Start:** Mon 8/21/2023 2:30 PM

**End:** Mon 8/21/2023 3:30 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Organizer:** sarah@ridezum.com

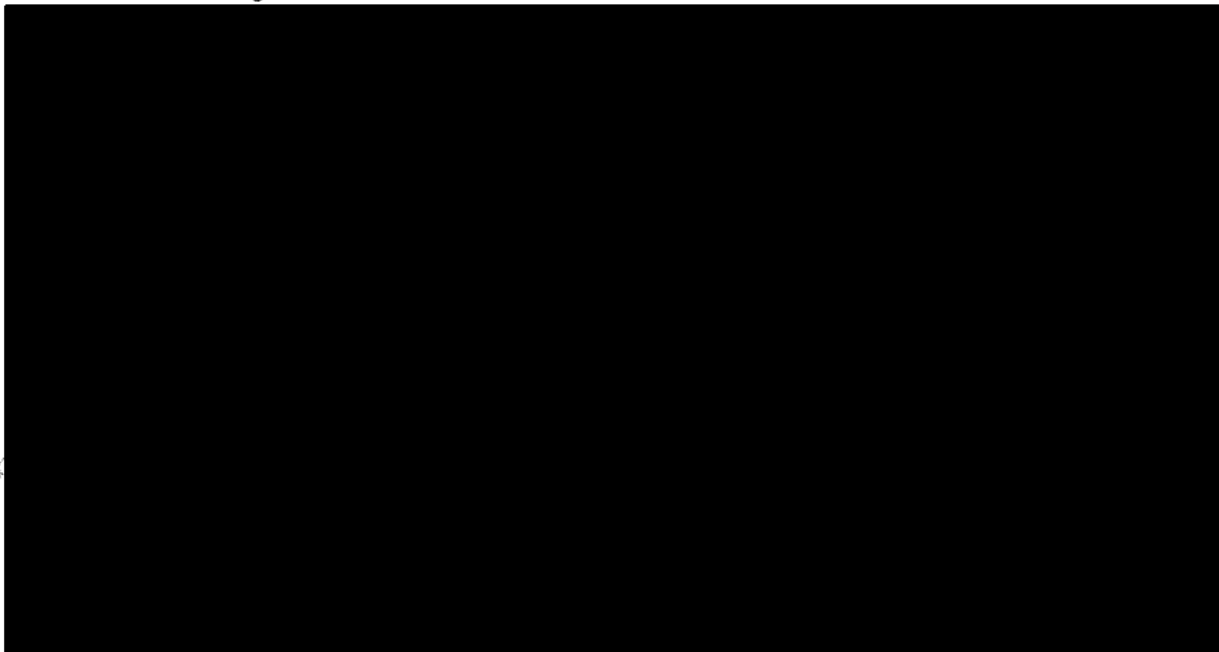
**CAUTION:** This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.

Meeting with Stephen Dolney - Director of Strategy & Data Privacy

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





---

**When**

Monday Aug 21, 2023 · 2:30pm – 3:30pm (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer

lynn@ridezum.com

Abhishek Garg

shiva@ridezum.com

Vivek Garg

brian\_nevin@hcpss.org

stephen\_dolney@hcpss.org

[View all guest info](#)

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**Subject:** [External] Invitation: Zum Portal Training, Transportation Team @ Thu Aug 17, 2023 3pm - 4pm (EDT) (brian\_nevin@hcpss.org)

**Start:** Thu 8/17/2023 3:00 PM

**End:** Thu 8/17/2023 4:00 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Organizer:** spatel@ridezum.com

**! 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.

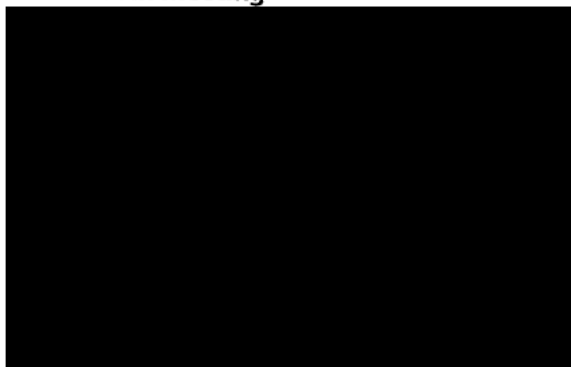
### When

Thursday Aug 17, 2023 · 3pm – 4pm  
(Eastern Time - New York)

### Guests

spatel@ridezum.com - organizer  
adrian@ridezum.com  
brian\_nevin@hcpss.org  
cferdows@ridezum.com  
james\_fritz@hcpss.org  
liz@ridezum.com - optional  
lsanghi@ridezum.com - optional  
nsanghvi@ridezum.com - optional  
rohit@ridezum.com - optional

### Join Zoom Meeting



Joining instructions

### Joining notes

Meeting host: [spatel@ridezum.com](mailto:spatel@ridezum.com)



sarah@ridezum.com - optional  
**View all guest info**

Join Zoom Meeting:



**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking








**Subject:** [External] Invitation: HCPSS & Zum - Athletics @ Tue Aug 15, 2023 11:30am - 12pm (EDT) (brian\_nevin@hcpss.org)  
**Location:** [REDACTED]  
**Start:** Tue 8/15/2023 11:30 AM  
**End:** Tue 8/15/2023 12:00 PM  
**Recurrence:** (none)  
**Meeting Status:** Accepted  
**Organizer:** sarah@ridezum.com

**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.


List of schools Zum will cover for Athletics:

- Atholton
- Centennial
- Hammond
- Long Reach
- Mt Hebron
- Oakland Mills
- Reservoir
- Wilde Lake

### Attachments

-  \_Fall 2023 Reservoir B...
-  AHS Fall Bus Report (1...
-  Glenelg Alternate Bus ...
-  Hammond Fall Bus Sched...
-  HowardHS Fall23 Bus Sc...
-  MH Fall 23 Bus Schedul...
-  Oakland Mills Fall Bus...

Fall Athletics schedules shared to date - (Attached)

 WL Athletics (1).xlsx

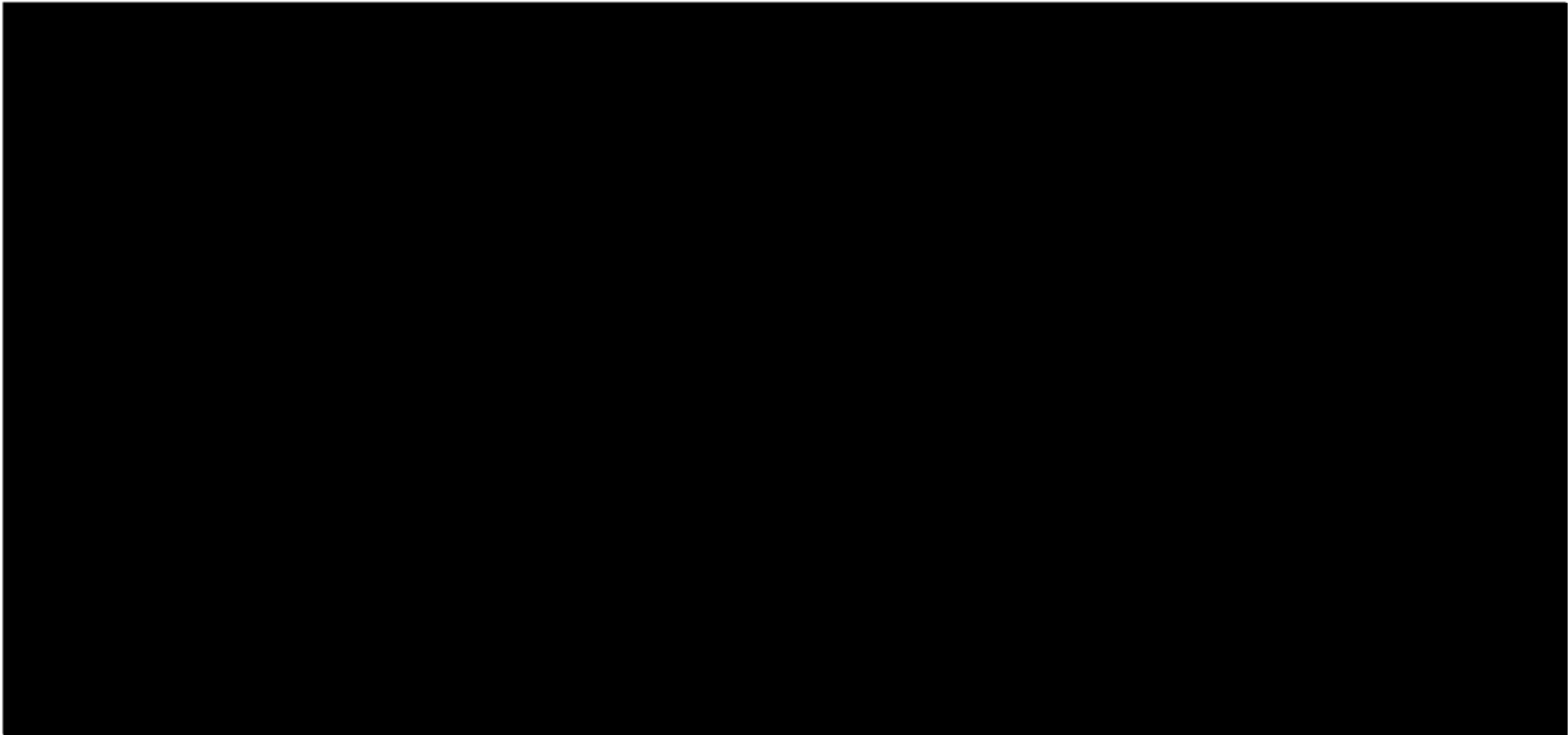
Note:

- Please disregard the schedules for Glenelg and Howard.
- Centennial - Fall Athletics chedule still needed.

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





**When**

Tuesday Aug 15, 2023 · 11:30am – 12pm (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer

brian\_nevin@hcpss.org

liz@ridezum.com

**[View all guest info](#)**

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023 10:30am - 11am (EDT) (brian.nevin@hcpss.org)

**Location:**



**Start:** Thu 8/24/2023 10:30 AM

**End:** Thu 8/24/2023 11:00 AM

**Show Time As:** Tentative

**Recurrence:** (none)

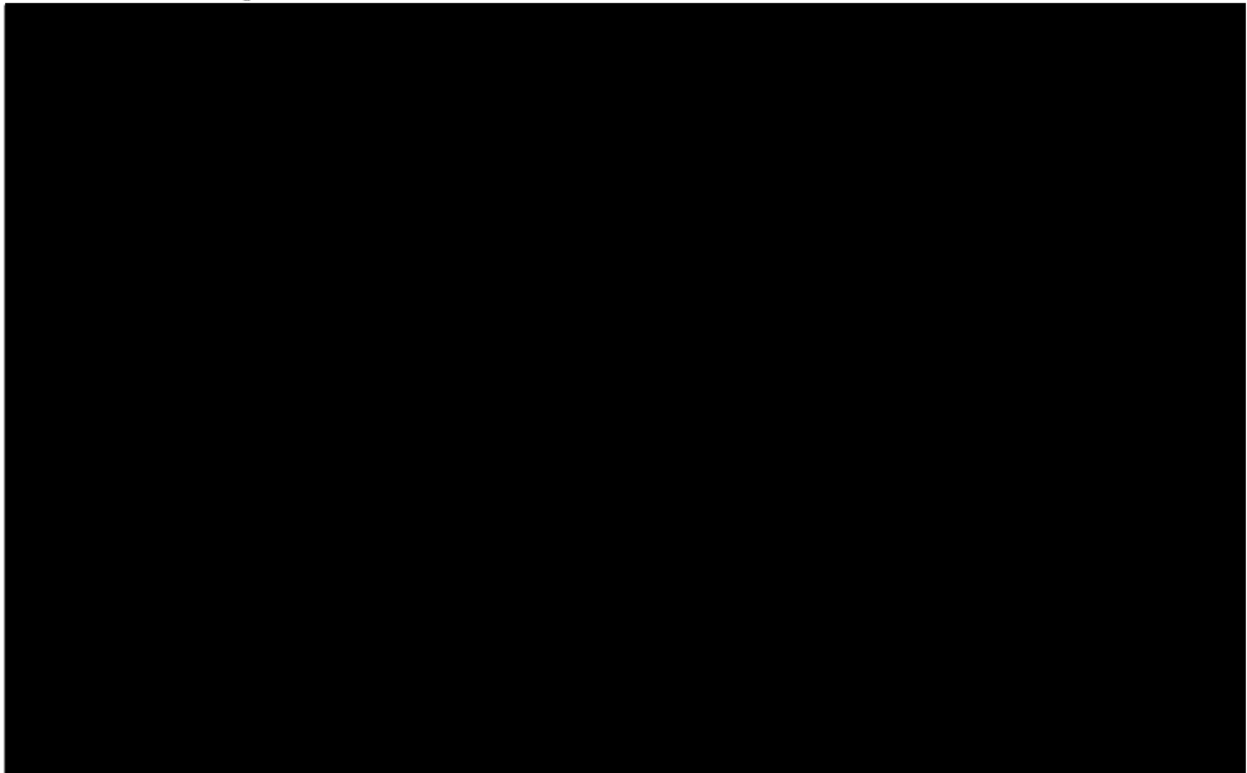
**Organizer:** sarah@ridezum.com

**! 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.**

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

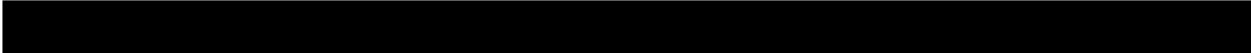




**When**

Thursday Aug 24, 2023 · 10:30am – 11am (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer

brian\_nevin@hcpss.org

scott\_washington@hcpss.org

jahantab\_siddiqui@hcpss.org

Vivek Garg

[View all guest info](#)

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023  
10:30am - 11am (EDT) (scott\_washington@hcpss.org)

**Location:**



**Start:** Thu 8/24/2023 10:30 AM  
**End:** Thu 8/24/2023 11:00 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Organizer:** sarah@ridezum.com

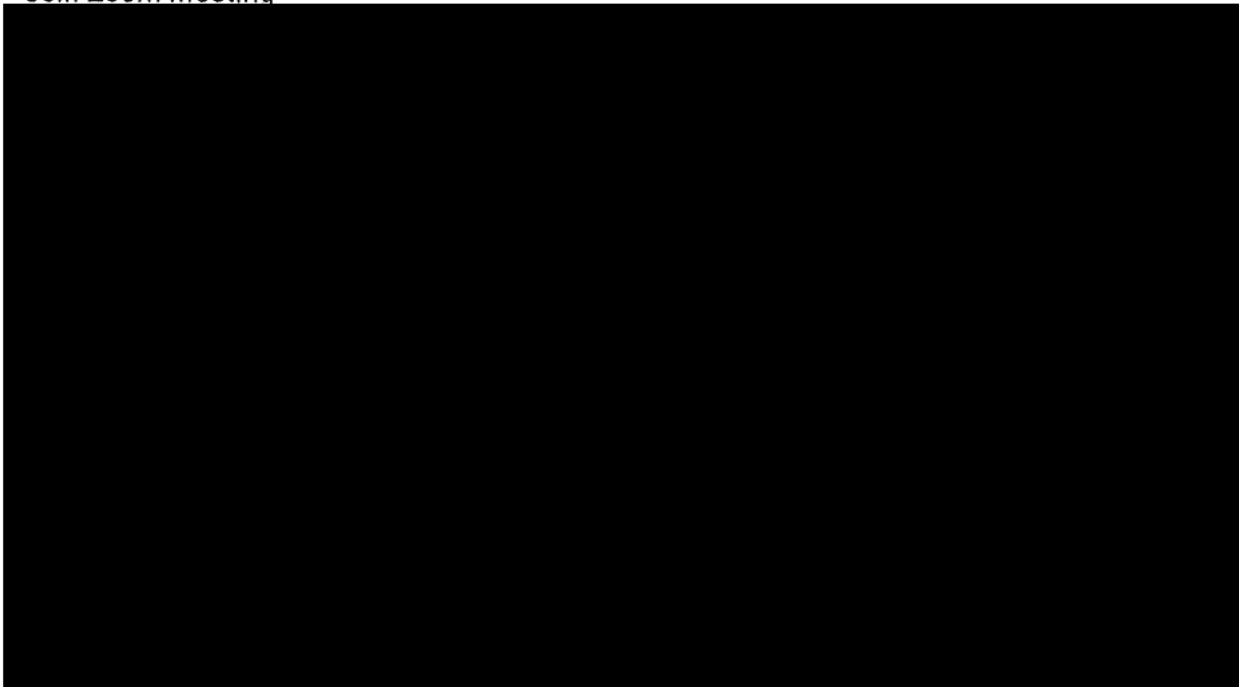
You don't often get email from sarah@ridezum.com. [Learn why this is important](#)

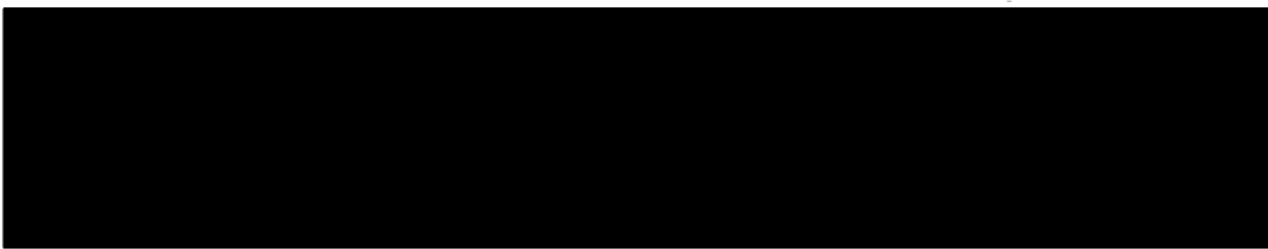
**CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.**

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





---

**When**

Thursday Aug 24, 2023 · 10:30am – 11am (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer

brian\_nevin@hcpss.org

scott\_washington@hcpss.org

jahantab\_siddiqui@hcpss.org

Vivek Garg

[View all guest info](#)

**Reply** for scott\_washington@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.


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## Danielle Lueking

---

**Subject:** [External] Invitation: HCPSS & Zum - Zum App @ Mon Aug 21, 2023 2:30pm - 3:30pm (EDT) (brian\_nevin@hcpss.org)

**Location:** 

**Start:** Mon 8/21/2023 2:30 PM

**End:** Mon 8/21/2023 3:30 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Organizer:** sarah@ridezum.com

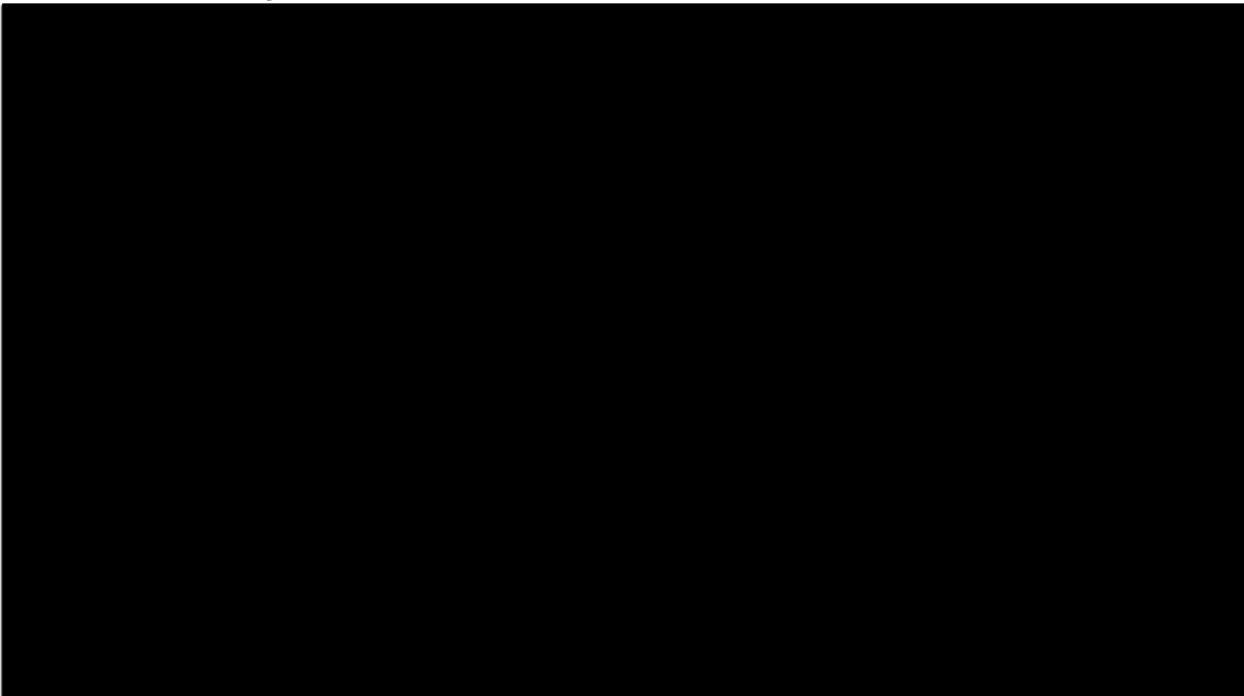
**! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.**

Meeting with Stephen Dolney - Director of Strategy & Data Privacy

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





---

**When**

Monday Aug 21, 2023 · 2:30pm – 3:30pm (Eastern Time - New York)

**Location**

[View map](#)

**Guests**

sarah@ridezum.com - organizer

lynn@ridezum.com

Abhishek Garg

shiva@ridezum.com

Vivek Garg

brian\_nevin@hcpss.org

stephen\_dolney@hcpss.org

**[View all guest info](#)**

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

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## Danielle Lueking

---

**Subject:** [External] Invitation: Zum Portal Training, Transportation Team @ Thu Aug 17, 2023 3pm - 4pm (EDT) (brian\_nevin@hcpss.org)

**Start:** Thu 8/17/2023 3:00 PM

**End:** Thu 8/17/2023 4:00 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Organizer:** spatel@ridezum.com

**! 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.**

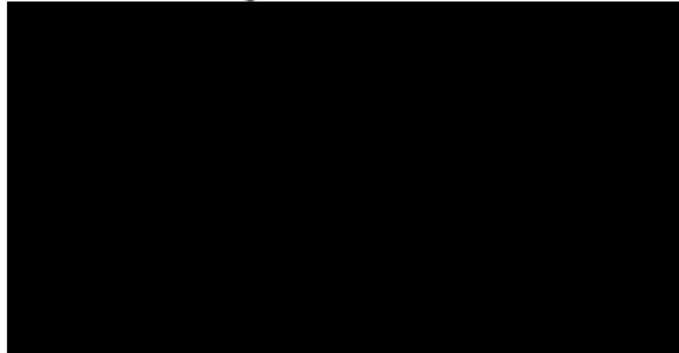
### When

Thursday Aug 17, 2023 - 3pm - 4pm  
(Eastern Time - New York)

### Guests

spatel@ridezum.com - organizer  
adrian@ridezum.com  
brian\_nevin@hcpss.org  
cferdows@ridezum.com  
james\_fritz@hcpss.org  
liz@ridezum.com - optional  
lsanghi@ridezum.com - optional  
nsanghvi@ridezum.com - optional  
rohit@ridezum.com - optional  
sarah@ridezum.com - optional

### Join Zoom Meeting



Joining instructions

### Joining notes

Meeting host: [spatel@ridezum.com](mailto:spatel@ridezum.com)

**View all guest info**

**Join Zoom Meeting:**



**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
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More options
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Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

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## Danielle Lueking

---








**Subject:** [External] Invitation: HCPSS & Zum - Athletics @ Tue Aug 15, 2023 11:30am - 12pm (EDT) (brian\_nevin@hcpss.org)  
**Location:** [REDACTED]  
**Start:** Tue 8/15/2023 11:30 AM  
**End:** Tue 8/15/2023 12:00 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Organizer:** sarah@ridezum.com

**! 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.**


List of schools Zum will cover for Athletics:

- Atholton
- Centennial
- Hammond
- Long Reach
- Mt Hebron
- Oakland Mills
- Reservoir
- Wilde Lake

### Attachments

-  \_Fall 2023 Reservoir B...
-  AHS Fall Bus Report (1...
-  Glenelg Alternate Bus ...
-  Hammond Fall Bus Sched...
-  HowardHS Fall23 Bus Sc...
-  MH Fall 23 Bus Schedul...
-  Oakland Mills Fall Bus...

Fall Athletics schedules shared to date - (Attached)

 WL Athletics (1).xlsx

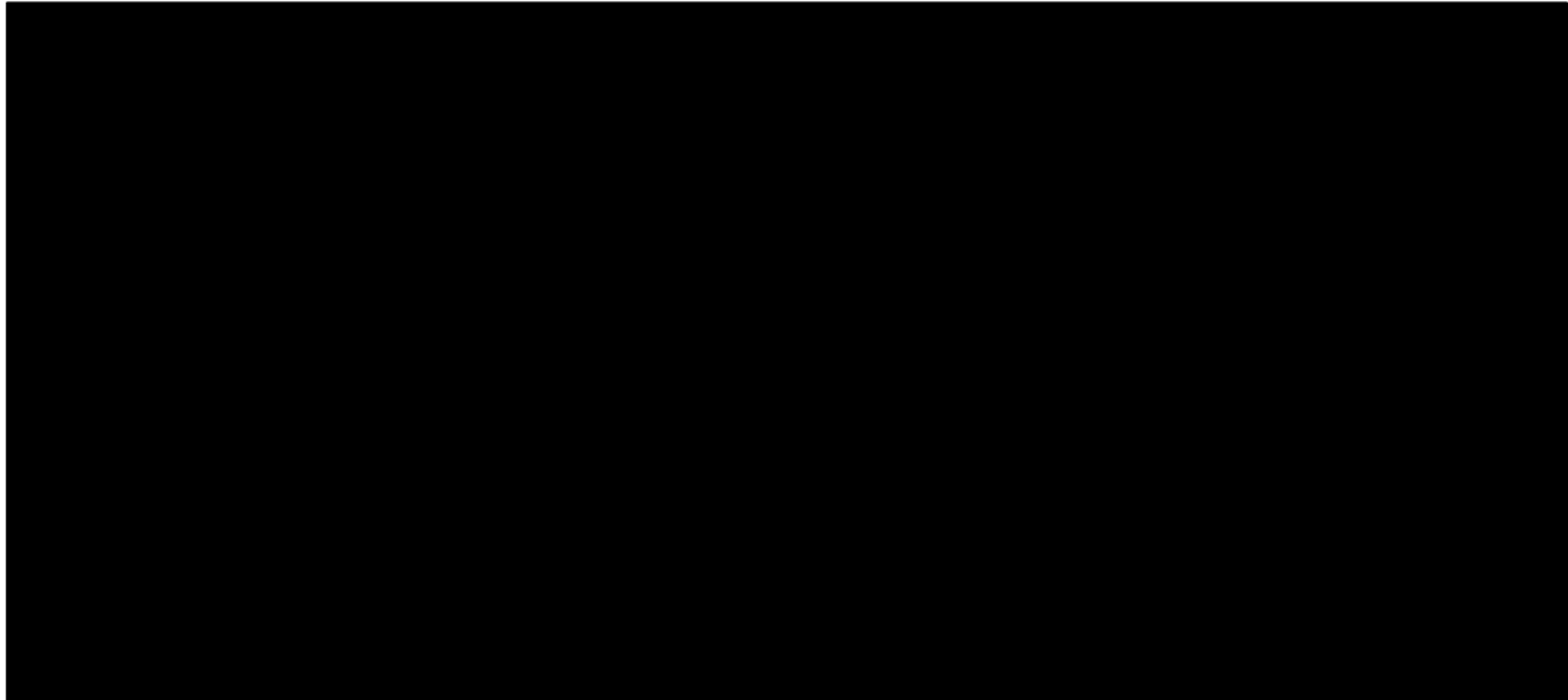
Note:

- Please disregard the schedules for Glenelg and Howard.
- Centennial - Fall Athletics schedule still needed.

---

Sarah Skinner is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting





**When**

Tuesday Aug 15, 2023 - 11:30am – 12pm (Eastern Time - New York)

**Location**



[View map](#)

**Guests**

sarah@ridezum.com - organizer  
brian\_nevin@hcpss.org  
liz@ridezum.com

**[View all guest info](#)**

**Reply** for brian\_nevin@hcpss.org

Yes	No	Maybe
More options		

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

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## Danielle Lueking

---

**Subject:** [External] Updated invitation: Howard County SOP's @ Wed Aug 16, 2023 1:30pm - 3:30pm (EDT) (brian\_nevin@hcpss.org)  
**Location:** Transportation Office  
**Start:** Wed 8/16/2023 1:30 PM  
**End:** Wed 8/16/2023 3:30 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Organizer:** liz@ridezum.com

**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.

This event has been updated

Changed: time

### When **CHANGED**

Wednesday Aug 16, 2023 · 1:30pm – 3:30pm (Eastern Time - New York)

~~Wednesday Aug 16, 2023 · 1:30pm – 4:30pm (Eastern Time - New York)~~

### Location

Transportation Office

[View map](#)

### Guests

liz@ridezum.com - organizer

brian\_nevin@hcpss.org

spatel@ridezum.com

cferdows@ridezum.com

kmooddy@zumsf.com

[View all guest info](#)

**Reply** for brian\_nevin@hcpss.org

Yes

No

Maybe



More options

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

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## Danielle Lueking

---

**Subject:** [External] Updated invitation: Howard County SOP's @ Wed Aug 16, 2023 1:30pm - 4:30pm (EDT) (brian\_nevin@hcpss.org)  
**Location:** Transportation Office  
**Start:** Wed 8/16/2023 1:30 PM  
**End:** Wed 8/16/2023 4:30 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Organizer:** liz@ridezum.com

**! 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.**

**This event has been updated**

**Changed:** time

**When** **CHANGED**

Wednesday Aug 16, 2023 · 1:30pm – 4:30pm (Eastern Time - New York)

~~Wednesday Aug 16, 2023 · 10am – 12pm (Eastern Time - New York)~~

**Location**

Transportation Office

**View map**

**Guests**

liz@ridezum.com - organizer

brian\_nevin@hcpss.org

spatel@ridezum.com

cferdows@ridezum.com

kmoody@zumsf.com

**View all guest info**

**Reply** for brian\_nevin@hcpss.org

Yes

No

Maybe

More options

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. [Learn more](#)

## Danielle Lueking

---

**From:** Scott Washington  
**Sent:** Tuesday, August 22, 2023 2:53 PM  
**To:** sarah@ridezum.com  
**Subject:** Accepted: [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023 10:30am - 11am (EDT) (scott\_washington@hcpss.org)

## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Tuesday, August 22, 2023 2:04 PM  
**To:** sarah@ridezum.com  
**Subject:** Accepted: [External] Invitation: HCPSS & Zum - Communication Follow Up @ Thu Aug 24, 2023 10:30am - 11am (EDT) (brian\_nevin@hcpss.org)

## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Friday, August 18, 2023 6:30 PM  
**To:** sarah@ridezum.com  
**Subject:** Accepted: [External] Invitation: HCPSS & Zum - Zum App @ Mon Aug 21, 2023 2:30pm - 3:30pm (EDT) (brian\_nevin@hcpss.org)

## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Wednesday, August 16, 2023 5:11 PM  
**To:** spatel@ridezum.com  
**Subject:** Accepted: [External] Invitation: Zum Portal Training, Transportation Team @ Thu Aug 17, 2023 3pm - 4pm (EDT) (brian\_nevin@hcpss.org)

## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Monday, August 14, 2023 8:49 PM  
**To:** sarah@ridezum.com  
**Subject:** Accepted: [External] Invitation: HCPSS & Zum - Athletics @ Tue Aug 15, 2023 11:30am - 12pm (EDT) (brian\_nevin@hcpss.org)



## Danielle Lueking

---

**From:** Brian Nevin  
**Sent:** Monday, August 14, 2023 5:31 PM  
**To:** liz@ridezum.com  
**Subject:** Accepted: [External] Updated invitation: Howard County SOP's @ Wed Aug 16, 2023 1:30pm - 3:30pm (EDT) (brian\_nevin@hcpss.org)