

**From:** [Lipi Sanghi](#)  
**To:** [Adam Downes](#)  
**Cc:** [Brian Nevin](#); [Cecelia Ferdows](#); [James C. Fritz](#); [Kami Moody](#); [Liz Sanchez](#); [Monica Pringle](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Subject:** [External] Re: Zum Run Sheets, 9/1/23  
**Date:** Friday, September 1, 2023 11:39:37 PM

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Thank you for sending the files over.

Have a good long weekend!

Lipi

On Fri, Sep 1, 2023 at 6:42 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

| Both Reg & SpEd run sheets

**From:** [Monica Pringle](#)  
**To:** [Liz Sanchez](#); [kmoody@zumsf.com](mailto:kmoody@zumsf.com)  
**Subject:** Call outs  
**Date:** Friday, September 1, 2023 10:30:21 PM  
**Attachments:** [Outlook-zxia5wdi.png](#)

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Good evening,

Do you a list of who called out this week. We want to make sure that those people are not assigned to other contractors. Trying to be proactive for next week.

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*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

**From:** [Monica Pringle](#)  
**To:** [shernandez@zumsf.com](mailto:shernandez@zumsf.com)  
**Cc:** [Liz Sanchez](#)  
**Subject:** HCC (Jumpstart) shuttles  
**Date:** Friday, September 1, 2023 10:10:33 PM  
**Attachments:** [23-24 School HCC Shuttles - Google Sheets \(1\).pdf](#)  
[Outlook-oulhmgno.png](#)

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Good evening,

Wanted to make sure that you had the updated times for the HCC (Jumpstart) shuttle.



**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](#)  
**To:** [Adam Downes](#)  
**Cc:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#); [Brian Nevin](#); [James C. Fritz](#); [Monica Pringle](#)  
**Subject:** [External] Re: Zum Run Sheets, 9/1/23  
**Date:** Friday, September 1, 2023 9:48:13 PM

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Thanks

Sent from my iPhone

On Sep 1, 2023, at 9:42 PM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Both Reg & SpEd run sheets  
<Driver Directions.pdf>



**From:** [Brian Nevin](#)  
**To:** [Vivek Garg](#)  
**Cc:** [Daniel Lubeley](#); [David K. Lerner](#); [David W. Ramsay](#); [Jahantab Siddiqui](#); [Liz Sanchez](#)  
**Subject:** Re: [External] Re: Follow Up  
**Date:** Friday, September 1, 2023 9:14:40 PM

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Thank you.

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

On Sep 1, 2023, at 5:03 PM, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)> wrote:

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Hello Brian,

Thank you for summarizing this information.

Clarification - 8 existing certified school bus drivers are part of 28 certified drivers pipeline.

We will complete all the tasks detailed here and get back to you and the team.

Also, we shared some feedback during the call which will help the drivers immensely:

- (a) Stacked routes and drive time in a route or between routes needs to be fixed - Our team is working with David and team to help get this done
- (b) Traffic management at the school sites
- (c) Asking parents not to cross school bus in the queue at school sites
- (d) Ensuring school staff comes out promptly to get students off the bus
- (e) Route changes - streamline the change notification and tracking implementation. Zum team will make a suggestion on this process and then discuss with Brian and team.

Best,

On Fri, Sep 1, 2023 at 16:41 Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good afternoon Vivek,

Thank you for taking the time to meet with us this afternoon. Provided below is our understanding of steps taken by your company to ensure that you have a full complement of drivers (193 school bus, 32 van).

1. 30 out-of-state drivers are remaining in Howard County
2. 11 new out-of-state drivers will be arriving by Saturday
3. 28 drivers are in the certification process
4. 8 existing certified HCPSS certified drivers are being onboarded by your company.

If any of this information is incorrect, please let me know the correct information. Can you also please share with us the Google Doc you referenced that has comments from the drivers?

In preparation for the certification of new drivers the following steps will be taken:

1. Pre-service class will be conducted this Saturday and Sunday.
2. Copies of the following items will be sent to Monica Pringle.
  - o HCPSS pre-service information card
  - o Criminal background investigation form (COMAR-Statements concerning laws for the state of MD)
  - o Contractor Applicant Verification Form
  - o D.O.T. Physical Exam (4 - page report)
  - o Complete driving record
  - o Pre-Employment Drug Test
  - o Added to Random Drug Testing Program Memo
  - o Skills Requirement Equipment Form
  - o Copy of Current driver's license (color)
  - o BTW Training Log (hours and dates spent in lot doing Pre-Trip, Skills and Road)
  - o Copy of fingerprint receipt

3. Dry runs will be conducted by new drivers.

Please provide the phone number that our administration team can call your office when necessary.

Your company has requested each driver to return this weekend to perform additional dry runs to become more proficient on the bus routes and gain more driving experience on their new vehicles.

Lastly, we plan to provide daily status reports to Dr. Martirano at 5:00 p.m. We need an update from you this Saturday, Sunday and Monday, by 4:00 p.m. that contains the following information:

- Number of dry runs completed that day
- Number of drivers completing pre-service class that day
- Confirmation of the installation of route number sign
- Summary of information sent to Monica Pringle
- Anything else you believe we need to know that may impact bus operations on Tuesday.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

**From:** [Lipi Sanghi](#)  
**To:** [Adam Downes](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [Shilpan Patel](#); [Cecilia Ferdows](#); [Brian Nevin](#); [Abhishek Garg](#)  
**Subject:** Re: [External] Route sheets (from vesatrans) for GenEd & SpEd  
**Date:** Friday, September 1, 2023 8:31:25 PM

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

Thank you.

Sent from my iPhone

On Sep 1, 2023, at 2:09 PM, Adam Downes <Adam\_Downes@hcpss.org> wrote:

Sure. I will send by the end of business today.

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:** Lipi Sanghi <lsanghi@ridezum.com>  
**Sent:** Friday, September 1, 2023 4:45 PM  
**To:** Adam Downes <Adam\_Downes@hcpss.org>  
**Cc:** Shiva Nagabushanaswamy <shiva@ridezum.com>; Shilpan Patel <spatel@ridezum.com>; Cecilia Ferdows <cferdows@zumsf.com>; Brian Nevin <Brian\_Nevin@hcpss.org>; Abhishek Garg <abhishek@ridezum.com>  
**Subject:** [External] Route sheets (from vesatrans) for GenEd & SpEd

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Hi [@Adam Downes](#) ,

Happy friday!

We are working on ensuring we are set up well for the coming week. 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.

Thanks in advance,  
Lipi

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Shannon Horoszczak](#)  
**Subject:** Re: [External] Fiel trip [ ref:\_00D6AtpfT.\_500Qgqayg:ref ]  
**Date:** Friday, September 1, 2023 4:33:13 PM

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

Hello Shannon,

Yes please all the information, the name of the person that is contacting, phone and email, the address you want to be pick up, the time, the address for drop off (where you are going) amount of passagers, Ect.

Regards,

Zum Support  
1-855-RIDEZUM  
(1-855-743-3986)  
Support Hours: Mon - Friday  
6:00 am to 9:00 pm EST

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

**From:** Shannon Horoszczak [shannon\_horoszczak@hcpss.org]  
**Sent:** 9/1/2023 8:45 AM  
**To:** support@ridezum.com  
**Subject:** Re: [External] Fiel trip [ ref:\_00D6AtpfT.\_500Qgqayg:ref ]

Hello. Is the form going to be attached?

*Shannon Dee C. Horoszczak*  
*Assistant Principal*  
*Lime Kiln Middle School*

---

**From:** noreply@salesforce.com <noreply@salesforce.com> on behalf of Zum Support <support@ridezum.com>  
**Sent:** Friday, September 1, 2023 11:18 AM  
**To:** Shannon Horoszczak <Shannon\_Horoszczak@hcpss.org>  
**Subject:** [External] Fiel trip [ ref:\_00D6AtpfT.\_500Qgqayg:ref ]

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**open attachments, unless you recognize the sender and know the content is safe.**

Hello Shannon,

Thank you for reaching us at Zum transportation services, we will be more than happy to help you booking your trip with us, please fill out all the information required in the form:

Contact First Name

o Contact Last Name

o School or Organization Name

o Contact Email (repeat it back to make sure has been gathered correctly)

o Contact Phone Number

o Event Type

o Number of Total Passengers

o Date of Trip

o Pick Up Address

o City

o State

o Zip

o Pick Up Time

o Is it a Roundtrip

o Destination Address

o City

o State

o Zip

o Does the trip involve multiple stops?

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)

Please let us know how many buses you may need or the amount of persons, and if there is another or you will book multiple make sure to let us know, have a nice day!


Regards,

Zum Support

1-855-RIDEZUM

(1-855-743-3986)

Support Hours: Mon - Friday

6:00 am to 9:00 pm EST 

ref: 00D6AtpfT.\_500Qgqayg:ref



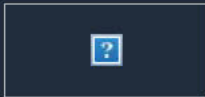
From: [Zum Support](#)  
To: [Heather Tracy](#)  
Subject: [External] Your Zum account verification code  
Date: Friday, September 1, 2023 4:29:30 PM

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To finish logging in to your Zum account, please enter this verification code: [REDACTED]. Never share this code.



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986



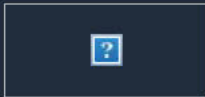
From: [Zum Support](#)  
To: [Heather Tracy](#)  
Subject: [External] Your Zum account verification code  
Date: Friday, September 1, 2023 4:28:53 PM

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To finish logging in to your Zum account, please enter this verification code: [REDACTED]. Never share this code.



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Horace Baker](#)  
**To:** [bowensbusser@aol.com](#); [j.mullinix@bowensbusservice.com](#); [Tip Top 2](#); [Tip Top](#); [Paul Baxley](#); [Woodlawn Motor Coach](#); [HOB Enterprises](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Sheila Fike](#); [Melissa A. Marchetti](#); [Adam Downes](#); [Sandra Kelly](#); [Paul Bertulis](#); [Bill Stolis](#); [Monica Pringle](#); [Transwhite Inc.](#); [liz@ridezum.com](#); [Varinsa Washington](#); [Francesca A. Graham](#); [kmoody@zumsf.com](#); [Heather Driskill](#)  
**Cc:** [LaRee Siddiqui](#)  
**Subject:** HCC Instructions and Bus Numbers w/ Times  
**Date:** Friday, September 1, 2023 4:27:55 PM  
**Attachments:** [23-24 School - HCC Shuttles - Google Sheets.pdf](#)

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All,

Please see updated bus numbers and times, with map locations below. Thanks in advance for your support.

Alex

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

---

**From:** LaRee Siddiqui <Laree\_Siddiqui@hcpss.org>  
**Sent:** Thursday, August 31, 2023 2:39 PM  
**To:** Horace Baker <Horace\_Baker@hcpss.org>  
**Subject:** HCC Instructions

All JumpStart buses will pick up and drop off in Parking Lot A at Howard Community College. When entering the Howard Community College campus from Little Patuxent Parkway, buses will turn left at the entrance traffic circle to access Parking Lot A. Lot A is located directly outside of Duncan Hall. A campus map for easy navigation can be found here: [Campus Map | Howard Community College \(howardcc.edu\)](#)

Let me know if this is enough!!

LaRee Siddiqui, MSW (she/hers)  
Coordinator, Office of Dual Enrollment  
Howard County Public School System  
410-313-6608

<https://www.hcpss.org/jumpstart/>

*The Fierce Urgency of Now: Educating Every Student Through the Lens of Equity*

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Francesca A. Graham](#); [Melissa A. Marchetti](#)  
**Subject:** EMMS bus 1028 updated run sheets, 9/1/23  
**Date:** Friday, September 1, 2023 4:20:00 PM  
**Attachments:** [Driver Directions.pdf](#)

---

**Stop Added:**

- 8870 Columbia 100 Pkwy

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [Elizabeth R. Zinger](#)  
**To:** [Zum Support](#)  
**Cc:** [Derek Toth](#); [Lisa R. Smithson](#)  
**Subject:** Re: [External] VM - CSR [ ref:\_00D6AtpfT.\_500Qgqkun:ref ]  
**Date:** Friday, September 1, 2023 4:18:10 PM

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- **Contact First Name:** Liz
- **Contact Last Name:** Zinger
- **School or Organization Name:** Howard County Public Schools - Murray Hill Middle School
- **Contact Email:** elizabeth\_zinger@hcpss.org
- **Contact Phone Number:** 410-880-5897 work; [REDACTED] personal cell
- **Event Type:** fieldtrip - Terrapin Adventures
- **Number of Total Passengers:** 240
- **Date of Trip:** November 16, 2023
- **Pick Up Address:** 9989 Winter Sun Road
- **City:** Laurel
- **State:** MD
- **Zip:** 20723
- **Pick Up Time:** 9:00am
- **Is it a Roundtrip:** Yes
- **Destination Address:** 8600 Foundry Street
- **City:** Savage
- **State:** MD
- **Zip:** 20763
- **Does the trip involve multiple stops?:** No
- **Return Pick Up Time:** 1:30pm
- **Return Pick Up Address:** 8600 Foundry Street
- **Return Pick Up City:** Laurel
- **Return Pick Up State:** MD
- **Return Pick Up Zip:** 20723
- **Other Notes (If multiple stops, leave them here)**

Liz Zinger  
Math Teacher  
6<sup>th</sup> Grade Team Leader  
Murray Hill Middle School  
elizabeth\_zinger@hcpss.org  
410-880-5897

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**From:** noreply@salesforce.com <noreply@salesforce.com> on behalf of Zum Support  
<support@ridezum.com>  
**Sent:** Friday, September 1, 2023 3:36 PM  
**To:** Elizabeth R. Zinger <Elizabeth\_Zinger@hcpss.org>  
**Subject:** [External] VM - CSR [ ref:\_00D6AtpfT.\_500Qgqkun:ref ]

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
Hello Liz,

Thank you for reaching us at Zum Transportation Services, we will be more than happy to help you booking your fiel trip, please answer all the requirements bellow:

- oContact First Name
- o Contact Last Name
- oSchool or Organization Name
- oContact Email (repeat it back to make sure has been gathered correctly)
- 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)

If you have any other concern you can send us an email at [charter@ridezum.com](mailto:charter@ridezum.com) or give us a call to 1-551-BOOKZUM, Have a great day!

Regards,

Zum Support  
1-855-RIDEZUM  
(1-855-743-3986)  
Support Hours: Mon - Friday  
6:00 am to 9:00 pm EST 

ref:\_00D6AtpfT.\_500Qgqkun:ref

**From:** [David K. Larner](#)  
**To:** [Vivek Garg](#); [Brian Nevin](#); [Jahantab Siddiqui](#); [Daniel Lubeley](#); [David W. Ramsay](#)  
**Subject:** RE: [External] Review Preparation Plan for Tuesday  
**Date:** Friday, September 1, 2023 4:14:59 PM

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Thank you very much for letting us know. We are very happy to hear that.

David Larner  
Chief Human Resources & Professional Development Officer  
Howard County Public School System  
410-313-7498  
Pronouns: he/him/his

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Friday, September 1, 2023 4:14 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>; Daniel Lubeley <[Daniel\\_Lubeley@hcpss.org](mailto:Daniel_Lubeley@hcpss.org)>; David K. Larner <[David\\_Larner@hcpss.org](mailto:David_Larner@hcpss.org)>; David W. Ramsay <[David\\_Ramsay@hcpss.org](mailto:David_Ramsay@hcpss.org)>  
**Subject:** [External] Review Preparation Plan for Tuesday

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Hello Everyone,

I am writing to confirm that our out of state school bus drivers will be ready for Tuesday operations.

Regards,

**From:** [Thomas Durrett](#)  
**To:** [Ruth Macdonald](#)  
**Cc:** [Sarah Skinner](#); [Mary Ann McCue](#)  
**Subject:** Re: [External] Re: Field Trip Transportation request: Grade K,  
**Date:** Friday, September 1, 2023 4:12:27 PM

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Hi Ruth,

At this moment we are unable to confirm this request. We will continue to work on it and let you know if anything changes.

On Fri, Sep 1, 2023 at 1:08 PM Ruth Macdonald <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)> wrote:  
Thank you so much!

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**

10320 Quarterstaff Road

Columbia, MD 21044

p: (410) 313-6866

f: (410) 313-6869

[ruth\\_macdonald@hcpss.org](mailto:ruth_macdonald@hcpss.org)

**Veterans Elementary School**

4355 Montgomery Road

Ellicott City, MD 21043

p:(410)313-1700

F:(410)313-1709

---

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

**Sent:** Friday, September 1, 2023 11:51 AM

**To:** Ruth Macdonald <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)>

**Cc:** Mary Ann McCue <[Mary\\_Ann\\_McCue@hcpss.org](mailto:Mary_Ann_McCue@hcpss.org)>; HCPSS Field and Athletic Trips  
<[HCPSS\\_Trips@ridezum.com](mailto:HCPSS_Trips@ridezum.com)>

**Subject:** [External] Re: Field Trip Transportation request: Grade K,

**! 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 for your email, Ruth. I've cc'ed our Field Trips team who can help with this request.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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

[Zūm Services, Inc.](#)



On Wed, Aug 30, 2023 at 9:05 AM Ruth Macdonald <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)> wrote:  
Good afternoon, Sarah!

I am requesting Transportation for the Kindergarten Filed Trip on October 25th and October 26th, 2023. Please review the following details for this request.

- 4 buses total/ 2 each day 1 bus per class depending on bus capacity
- Buses need to be ready to depart CCES at 9:30 AM (library arrival 9:45AM).
- We will be ending the trip at 10:45 AM to arrive and return to school by 11AM in time for lunch.

Day 1 (Oct 25th)

37 students + (approximately 20 adults consisting of teachers, para educators, and chaperones)

Day 2 (Oct 26th)

39 students + (approximately 20 adults consisting of teachers, para educators, and chaperones)

Please let me know if you have any questions.

Thank you!

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**



10320 Quarterstaff Road  
Columbia, MD 21044  
p: (410) 313-6866  
f: (410) 313-6869  
[ruth\\_macdonald@hcpss.org](mailto:ruth_macdonald@hcpss.org)

**Veterans Elementary School**

4355 Montgomery Road  
Ellicott City, MD 21043  
p:(410)313-1700  
F:(410)313-1709

**From:** [Elise Steinberg](#)  
**To:** [hcpss\\_trips@ridezum.com](mailto:hcpss_trips@ridezum.com)  
**Subject:** Field Trip Buses Needed October 26, 2023  
**Date:** Friday, September 1, 2023 4:11:23 PM

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Good afternoon,

We are planning a trip for our 6<sup>th</sup> graders on October 26, 2023. We will need 4 buses (184 people) and will be traveling to Terrapin Adventures, 8600 Foundry Street, Savage, MD 20763. We will be leaving Harper's Choice Middle School, 5450 Beaverkill Road, Columbia, MD 21044

at 9:00 am and will be leaving Terrapin Adventures at 1:30 pm. If you need further information for a transportation quote, please let me know.

[Elise Steinberg](#) (*she, her, hers*)

[Math Teacher](#)

[6<sup>th</sup> Grade Team Leader](#)

[Harper's Choice Middle School](#)

[\(410\) 313-6929](#)

**From:** [Thomas Durrett](#)  
**To:** [Eugene Rose](#)  
**Cc:** [Mark Ngo](#)  
**Subject:** [External] Field Trip Request  
**Date:** Friday, September 1, 2023 3:50:12 PM

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**! 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 Eugene,

I have received your field trip request for November 13th. I am unable to confirm at this moment. I will reach back out on Wednesday, September 6th.

**From:** [Thomas Durrett](#)  
**To:** [Melissa Scherzer](#)  
**Cc:** [Mark Ngo](#)  
**Subject:** [External] Fwd: [Contact Us] request from melissa\_scherzer@hcpss.org  
**Date:** Friday, September 1, 2023 3:40:35 PM

---

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Hi Melissa,

Happy Friday! I am unable to confirm this request at this moment. I will reach back on Wednesday, Sep 6th with an update.

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

**From:** Rick Sandoval <[rsandoval@ridezum.com](mailto:rsandoval@ridezum.com)>  
**Date:** Fri, Sep 1, 2023 at 3:20 PM  
**Subject:** Fwd: [Contact Us] request from [melissa\\_scherzer@hcpss.org](mailto:melissa_scherzer@hcpss.org)  
**To:** HCPSS Field and Athletic Trips <[HCPSS\\_Trips@ridezum.com](mailto:HCPSS_Trips@ridezum.com)>

[Book a 15 min call here](#)

Rick Sandoval  
Charter Division.  
[Rsandoval@ridezum.com](mailto:Rsandoval@ridezum.com)



[RideZum.com](https://ridezum.com)



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

**From:** Zum Support <[support@ridezum.com](mailto:support@ridezum.com)>  
**Date:** Fri, Sep 1, 2023 at 12:17 PM  
**Subject:** [Contact Us] request from [melissa\\_scherzer@hcpss.org](mailto:melissa_scherzer@hcpss.org)  
**To:** <[contact-us@ridezum.com](mailto:contact-us@ridezum.com)>



Tell us who  
you are SCHOOL

First name Melissa

Last name Scherzer

Email [melissa\\_scherzer@hcpss.org](mailto:melissa_scherzer@hcpss.org)

Organization  
name Howard County

Title Teacher

Phone  
number [REDACTED]

Zip code 21224

We have  
Zum n/a

Note Hello, I am planning our first grade field trip to the DC Zoo and need to get a estimate of the cost it will be for transportation. We will have 102 kids/teachers total. We are hoping to book the field trip for Nov. 1st We would get picked up at 9:15-9:30 and return back to school by 2:00pm. Thank you, Melissa



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

--

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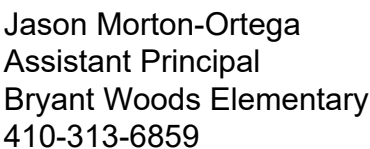
To view this discussion on the web visit [REDACTED]

For more options, visit [REDACTED]



Sender notified by  
[Mailtrack](#)

Hi, Cecilia. I just wanted to send you an example. This is a screenshot of what I see now on my dashboard. It's really hard to find our buses!



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**From:** Cecilia Ferdows <cferdows@ridezum.com>  
**Sent:** Thursday, August 31, 2023 3:47 PM  
**To:** Jason Morton-Ortega <Jason\_Morton-Ortega@hcpss.org>  
**Cc:** Danielle R. Shanks <Danielle\_Shanks@hcpss.org>; Gay Cornwell <Gay\_Cornwell@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>  
**Subject:** [External] Re: ZUM Contact for HCPSS & ZUM Dashboard

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Dear Jason,

I apologize for taking a bit to get back to you. As you can imagine, it has been a very busy week for us. The best way to reach us when you need immediate help is to contact the dispatch number, [REDACTED]. As for the dashboard, I just double checked your permissions and you only have permission to see the buses for your school. Are you still seeing buses from other schools on your dashboard? Thank you.

Best regards,

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



On Mon, Aug 28, 2023 at 8:40 PM Jason Morton-Ortega <[Jason\\_Morton-Ortega@hcpss.org](mailto:Jason_Morton-Ortega@hcpss.org)> wrote:

Good evening, Cecilia.

I'm reaching out to see who I should contact at ZUM if we have a transportation concern in the AM or PM. When a representative from ZUM came to our school for open house last Friday, she mentioned you were the contact, but I only received your email. Today, I contacted the following phone numbers: **ZUM Support- 1-855-743-3986 and 1-877-737-4831.** The representative was very supportive, but it took quite some time to receive a response to a missing 1<sup>st</sup> grade student.

Should I continue to go this route in the future for support, or is there someone else specific with ZUM and the HCPSS account that I should contact?

Also, I'm seeing some buses on my dashboard in ZUM, but they are not all for my school (most aren't). Is this part of the system that we can't access yet?

In my opinion, I think we as administrators could receive some additional training if possible on how to navigate this system. The training we had was brief and also quite a while ago, so a refresher is probably needed.

Thank you in advance for your support!

Jason Morton-Ortega  
Assistant Principal  
Bryant Woods Elementary  
410-313-6859

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**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Bill Stolis](#); [Sandra Kelly](#)  
**Subject:** BSES bus 4066 updated midday runs  
**Date:** Friday, September 1, 2023 2:04:17 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Updated bus 4066 NDO & NPU run sheets.

-

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [Matthew Barger](#)  
**To:** [Abhishek Garg](#)  
**Cc:** [Sarah Skinner](#); [Jahantab Siddiqui](#); [Rohit Jain](#); [Shiva Nagabushanaswamy](#); [Vivek Garg](#)  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort  
**Date:** Friday, September 1, 2023 1:26:30 PM

---

Thank you Abishek!! I'll let them know.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Sep 1, 2023, at 1:22 PM, Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)> wrote:

Hi Matt,

We have added the new parents to the pilot. They should be able to login now using the phone numbers provided in the sheet.

Abhishek

On Fri, Sep 1, 2023 at 10:12 AM Matthew Barger <[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:

Hi Sarah. Jahantab has asked for 3 more people to be added to our test group before the afternoon buses go out today. I've added the 3 people (one is a Board of Education member) to your spreadsheet and highlighted them in yellow.



Can this be turned around quickly?

Thank you,

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Sep 1, 2023, at 12:52 AM, Sarah Skinner

<[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

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Hello Matthew, Allison, Alison, Emily, Brandon, Mary, and Jennifer,

We are thrilled that you will be participating in the Zum App Pilot. You have now been set up with access to the Zum App for Parents / Guardians. If you have not already done so, please download the Zum App using the link below.

[Available on the Apple Store](#)



[Android App on Google Play](#)



You can also find an overview and instruction in the Zum App flier and video:

- [Zum App for Parents / Guardians - 1 page flier](#) - (English & Spanish)
- [Zum App for Parent/ Guardian - video \(2 min\)](#)

**Please be sure to login using your district provided contact information (email and cell phone numbers) included below for reference:**

- [Zum App for Parents / Guardians - Pilot Cohort](#)

Please let me know if you have any questions or if you have any trouble logging. Feel free to email, call or text me anytime. My cell: [REDACTED]

Best,  
Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships



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

[Zūm Services, Inc.](#)



**From:** [Westerman, Bill](#)  
**To:** [Shiva Nagabushanaswamy](#); [Merrill, Jon](#); [Douglas Kampe](#); [Nick Vissari](#)  
**Subject:** [External] RE: Howard Verstrans hosting.  
**Date:** Friday, September 1, 2023 12:40:26 PM  
**Attachments:** [image001.png](#)

---

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Shiva,

Please give me a call. [REDACTED]

Regards,

Bill

**Bill Westerman**  
Director, Integration Solutions  
Tyler Technologies, Inc.



[www.tylertech.com](http://www.tylertech.com)

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**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Friday, September 1, 2023 12:36 PM  
**To:** Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>; Merrill, Jon <[jon.merrill@tylertech.com](mailto:jon.merrill@tylertech.com)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Nick Vissari <[nvissari@hcpss.org](mailto:nvissari@hcpss.org)>  
**Subject:** Howard Verstrans hosting.

Hi Jon/Bill,

Doug confirmed that the Verstrans they use is hosted on Tyler Cloud. Is there anything else you need from Howard?

Regards,  
Shiva

From: [Zum Support](#)  
To: [Douglas Kampe](#)  
Subject: [External] Ride arrival to school report report  
Date: Friday, September 1, 2023 12:36:33 PM

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The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Karen Good](#)  
**To:** [Zum Support](#)  
**Cc:** [Karen Good](#); [Laura Burch](#); [Peter Gaylord](#)  
**Subject:** Charter Field Trip Request - Ellicott Mills Middle School  
**Date:** Friday, September 1, 2023 12:06:03 PM

---


Hi this is Zum!


Below you will find required information, please send it back so our sales team can better assist you with your request.

oContact First Name **KAREN**  
o Contact Last Name **GOOD**  
oSchool or Organization Name **ELLCOTT MILLS MIDDLE SCHOOL**  
oContact Email **karen\_good@hcpss.org**  
oContact Phone Number **410.313.2839**  
oEvent Type **FIELD TRIP**  
oNumber of Total Passengers **260**  
oDate of Trip **OCTOBER 23, 2023**  
oPick Up Address **EMMS / 4445 Montgomery Road**  
oCity **ELLCOTT CITY**  
oState **MD**  
oZip **21043**  
oPick Up Time **9:00 am**  
oIs it a Roundtrip **YES**  
oDestination Address **Terrapin Adventures / Fair Street & Washington Street**  
oCity **SAVAGE**  
oState **MD**  
oZip **20763**  
oDoes the trip involve multiple stops? **NO**  
oReturn Pick Up Time **1:45 PM**  
oReturn Pick Up Address **Terrapin Adventures / Fair Street & Washington Street**  
oReturn Pick Up City **SAVAGE**  
oReturn Pick Up State **MD**  
oReturn Pick Up Zip **20763**  
oOther Notes (If multiple stops, leave them here)

Zum Support

1.855.RIDEZUM (1.855.743.3986)


Support hours: 6:00 AM - 7:00 PM PACIFIC TIME 

ref:\_00D6AtpfT.\_500QgqJ1p:ref 

**From:** [Bill Stolis](#)  
**To:** [Melanie Krablin](#)  
**Cc:** [Zum Services Inc.](#)  
**Subject:** NDO for 4066 Zum  
**Date:** Friday, September 1, 2023 12:00:51 PM  
**Attachments:** [BSES midday 4066 ZUM.pdf](#)

---

Share with driver on your campus

Bill Stolis  
Area Manager  
Student Transportation Office  
Howard County Public School System  
410-313-6899 Phone  




**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Karen Good](#)  
**Subject:** [External] FW: Charter trip [ ref: \_00D6AtpfT.\_500QgqJ1p:ref ]  
**Date:** Friday, September 1, 2023 11:50:31 AM

---

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Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support hours: 6:00 AM - 7:00 PM PACIFIC TIME

----- Forwarded Message -----

**From:** Zum Support [support@ridezum.com]  
**Sent:** 9/1/2023 7:06 AM  
**To:** christine\_a\_johnson@hcpss.org  
**Subject:** Charter trip [ ref: \_00D6AtpfT.\_500QgqJ1p:ref ]

Hi this is Zum!


Below you will find required information, please send it back so our sales team can better assist you with your request.


oContact First Name  
o Contact Last Name  
oSchool or Organization Name  
oContact Email (repeat it back to make sure has been gathered correctly)  
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)

Zum Support

1.855.RIDEZUM (1.855.743.3986)

Support hours: 6:00 AM - 7:00 PM PACIFIC TIME 

ref:\_00D6AtpfT.\_500QgqJlp:ref 

**From:** [Christine Hayes](#)  
**To:** [Eric Soskil](#)  
**Cc:** [Sarah Skinner](#)  
**Subject:** Re: [External] Re: questions / help  
**Date:** Friday, September 1, 2023 11:42:26 AM

---

Our pleasure, Eric. We are committed to getting it right for you and your school. Please do not hesitate to reach out if we can be of any support.

On Fri, Sep 1, 2023 at 11:39 AM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thanks so much. Thank you to you and your team for helping me resolve the items I shared.

Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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**From:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Sent:** Friday, September 1, 2023 11:14 AM  
**To:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>  
**Cc:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** Re: [External] Re: questions / help

Hello Eric,

I checked with our Operations team (Cecelia & Shilpan cc'd here). They shared that Brian said the process for requesting footage was not changing from previous years as they still had an active contract with the camera company. So you will need to reach out to the Howard Transportation team directly.

Really appreciate the great feedback and continued communication. Hope you are able to get some much deserved rest this long weekend!

Best,  
Christine

On Fri, Sep 1, 2023 at 10:19 AM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thank you so much for your responsiveness and willingness to collaborate. Yes, I do see the bus numbers now.

Another new question...

How do we get video footage from the bus? We had an incident on bus 1169 today and need to view the video.

Thanks so much,

Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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**From:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>

**Sent:** Friday, September 1, 2023 9:45 AM

**To:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>

**Cc:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>;  
Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>

**Subject:** Re: [External] Re: questions / help

Good morning Eric,

We added the route group ID/bus number in the date column

Could you please confirm that you are able to see it?

Thanks

Rohit

On Thu, Aug 31, 2023 at 8:17 PM Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)> wrote:

Thanks, Eric.

I have already shared your feedback with the engineering team

Let us know if you have additional questions

Happy to help further.

Thanks again.

Rohit

On Thu, Aug 31, 2023 at 7:55 PM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thanks for the quick response. I like to think I'm a bit techy and finding that view was not intuitive, but I did figure it out. I hope you understand that when a parent is actually crying that they cannot locate their kindergartener and school staff are trying to locate the bus, going to route group adds another layer or two. Can you please recommend to the programmers the user suggestion that upon initially opening up the portal we need to see the actual bus numbers that families associate with? When I get to the screen below, I think it would be in the best interest of users and expediate our response time for us to be able to see the actual bus number that is associated. We need to see bus 1194 or bus 4030 in the ID or in the date. Then we can easily locate the bus and avoid an extra layer.

Thank you for taking my suggestions into consideration.

Eric



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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---

**From:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 10:27 PM  
**To:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Cc:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>;  
Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Shilpan Patel  
<[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** [External] Re: questions / help

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Thanks, Christine.  
Let me respond on behalf of Lipi

Hi Eric,

Please see the screen-shots below for how to see lookup by bus id.  
For Video footage, you will need to discuss with the HCPSS transportation team on how to get access per policy.

HCPSS bus id is equivalent to the "route group" in the Zum school portal.  
> Goto rides tab- > choose "route group" from the drop down on top- > enter "1194" on the text box to right-> choose date "8/31"  
You will see the rides for 1194 assigned for the campus for 8/31. Clicking on the row opens a drawer showing them current status including live tracking

For a bird's eye view they can use the "map view" (1st tab on top left - navigation bar) to see the bus lives for the campus. On clicking the dot (aka bus), they will see the status of the ride and track it live as above

Hope this helps

Let us know if you have any additional questions

Rohit

Screen Shot 2023-08-31 at 7.11.03 PM.png



Screen Shot 2023-08-31 at 7.12.19 PM.png



Screen Shot 2023-08-31 at 7.23.38 PM.png



On Thu, Aug 31, 2023 at 5:44 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Lipi,

When I sent the email below I saw that Niket is traveling for work this week. I don't want Eric to experience a delayed response. Are you able to help? Many thanks!!

On Thu, Aug 31, 2023 at 8:41 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Niket,

Eric is the Leadership Intern at Bellows Spring Elementary School in Howard County and has been absolutely lovely to work with. Are you able to help him out with his questions below?

Thanks so much and have a good evening!

Christine

On Thu, Aug 31, 2023 at 7:13 PM Eric Soskil <[Eric\\_Soskil@hepss.org](mailto:Eric_Soskil@hepss.org)> wrote:

Christine,

I am hoping you can help me with understanding the Zum system better. I'm including two screen shots. People keep asking me where a certain bus is within its



route. When I go to the zum system I cannot see the bus numbers that we have associated. For example, under routes I need to see bus 1194. Seeing BSES 01A means nothing to me. And to be honest, many administrators are new to their schools so even when I click on the route and see an address that does not help me identify the bus number. Is there an easy way to track the specific bus number that we are using?

Also,

What is the process used to get video footage from a Zum bus? We need that access to get footage related to student behavior.

Thanks,  
Eric Soskil



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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**From:** [James C. Fritz](#)  
**To:** [kmooddy@zumsf.com](mailto:kmooddy@zumsf.com)  
**Subject:** FW: [External] FW: 2023-24 Malfunctioning stop arm thread  
**Date:** Friday, September 1, 2023 11:35:00 AM  
**Attachments:** [image001.png](#)

---

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

---

**From:** Youssi, Adam <[ayoussi@howardcountymd.gov](mailto:ayoussi@howardcountymd.gov)>  
**Sent:** Friday, September 1, 2023 11:19 AM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Cc:** Gill, Rehan <[rgill@howardcountymd.gov](mailto:rgill@howardcountymd.gov)>  
**Subject:** [External] FW: 2023-24 Malfunctioning stop arm thread

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FYI

HCZ233256  
Back stop arm not deploying

**Adam Youssi**  
Howard County Department of Police  
Supervisor | Regional Automated Enforcement Center  
(Phone) 410.313.3216 | (Fax) 410.313.7533

---

**From:** Glenn, Wade (External) <[Wade.Glenn@conduent.com](mailto:Wade.Glenn@conduent.com)>  
**Sent:** Friday, September 1, 2023 11:17 AM  
**To:** Youssi, Adam <[ayoussi@howardcountymd.gov](mailto:ayoussi@howardcountymd.gov)>; Gill, Rehan <[rgill@howardcountymd.gov](mailto:rgill@howardcountymd.gov)>  
**Cc:** Klatte, Leah <[Leah.Klatte@conduent.com](mailto:Leah.Klatte@conduent.com)>; OLAGBAJU, OLUMIDE (External) <[OLUMIDE.OLAGBAJU@conduent.com](mailto:OLUMIDE.OLAGBAJU@conduent.com)>; Fugate, Collin (External) <[Collin.Fugate@conduent.com](mailto:Collin.Fugate@conduent.com)>  
**Subject:** Re: 2023-24 Malfunctioning stop arm thread

[Note: This email originated from outside of the organization. Please only click on links or attachments if you know the sender.]

HCZ233256  
  
Processing Event #147151650  
  
Back stop arm not deploying



**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Nick Vissari](#)  
**Cc:** [Adam Downes](#); [Douglas Kampe](#); [Chad H. Tidgewell](#); [Brian Nevin](#)  
**Subject:** Re: [External] Time sensitive meeting with Tyler @ 12p EST today.  
**Date:** Friday, September 1, 2023 11:23:34 AM

---

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Perfect!

On Fri, Sep 1, 2023 at 8:19 AM Nick Vissari <[nvissari@hcpss.org](mailto:nvissari@hcpss.org)> wrote:

Chad and I plan on attending.

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Friday, September 1, 2023 11:07 AM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Nick Vissari <[nvissari@hcpss.org](mailto:nvissari@hcpss.org)>; Chad H. Tidgewell <[Chad\\_Tidgewell@hcpss.org](mailto:Chad_Tidgewell@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** [External] Time sensitive meeting with Tyler @ 12p EST today.

**! 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 Doug/Nick/Chad/Adam,

We are working Tyler to explore their APIs to get Howard Route data. In order to do that, we need some IT help regarding opening up firewall or whitelisting some IPs (which Tyler representative) would be able to provide details. Can you please attend the call today at 12p EST? Meeting should be on your calendar already.

Regards,

Shiva

**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Adam Downes](#)  
**Cc:** [Douglas Kampe](#)  
**Subject:** [External] Re: BSES bus 4030 updated run sheets  
**Date:** Friday, September 1, 2023 11:09:01 AM

---

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Hi Adam,

In the Verstrans, do you capture this start date somewhere? I want to programmatically see what data might give information about route start date.

Regards,  
Shiva

On Fri, Sep 1, 2023 at 8:07 AM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Rerouted for efficiency. Please review.

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [Robert Bruce](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Brian Nevin](#); [Scott Washington](#); [Stephen Cowles](#); [Anna Rungfarsangaroon](#); [Vivek Garg](#); [Liz Sanchez](#)  
**Subject:** Re: [External] Re: HCPSS Routes concerns for next week  
**Date:** Friday, September 1, 2023 10:50:29 AM

---

Thank you for letting me know.

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:** Sarah Skinner <sarah@ridezum.com>  
**Sent:** Thursday, August 31, 2023 4:08 PM

**To:** Robert Bruce <Robert\_Bruce1@hcpss.org>

**Cc:** Brian Nevin <Brian\_Nevin@hcpss.org>; Scott Washington <Scott\_Washington@hcpss.org>; Stephen Cowles <Stephen\_Cowles@hcpss.org>; Anna Rungfarsangaroon <Anna\_Rungfarsangaroon@hcpss.org>; Vivek Garg <vivek@ridezum.com>; Liz Sanchez <liz@ridezum.com>

**Subject:** [External] Re: HCPSS Routes concerns for next week

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

Hello Mr. Bruce,

Thank you for your email. The same 20 routes that were canceled in week 1 will remain canceled for Week 2. We will resume these routes as drivers are available in the coming weeks.

Thank you!

Best,  
Sarah

Sarah Skinner

Vice President of Strategic Partnerships

[REDACTED]

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

[Zūm Services, Inc.](#)



On Thu, Aug 31, 2023 at 8:15 AM Robert Bruce <[Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)> wrote:

Hello Sarah,

Thank you for taking my call. I need Zum to confirm the number of routes that will not be run next week so HCPSS can work on finding alternative transportation for those students. Please provide this information by responding to this group by 4 PM EST today.

Thanks,  
Robert

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

Email: [Robert\\_Bruce1@hcpss.org](mailto:Robert_Bruce1@hcpss.org)





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**From:** [Christine Hayes](#)  
**To:** [Eric Soskil](#)  
**Cc:** [Rohit Jain](#); [Cecilia Ferdows](#); [Lipi Sanghi](#); [Melanie Krablin](#); [Niket Sanghvi](#); [Shilpan Patel](#)  
**Subject:** Re: [External] Re: questions / help  
**Date:** Friday, September 1, 2023 10:48:39 AM  
**Attachments:** [image.png](#)  
[Screen Shot 2023-08-31 at 7.12.19 PM.png](#)  
[Screen Shot 2023-08-31 at 7.11.03 PM.png](#)  
[Screen Shot 2023-08-31 at 7.23.38 PM.png](#)  
[Screen Shot 2023-08-31 at 7.11.03 PM.png](#)

---

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I will look into that, Eric!

On Fri, Sep 1, 2023 at 10:19 AM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thank you so much for your responsiveness and willingness to collaborate. Yes, I do see the bus numbers now.

Another new question...

How do we get video footage from the bus? We had an incident on bus 1169 today and need to view the video.

Thanks so much,

Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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---

**From:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>  
**Sent:** Friday, September 1, 2023 9:45 AM  
**To:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>  
**Cc:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** Re: [External] Re: questions / help

Good morning Eric,

We added the route group ID/bus number in the date column

Could you please confirm that you are able to see it?

Thanks  
Rohit

On Thu, Aug 31, 2023 at 8:17 PM Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)> wrote:

Thanks, Eric.

I have already shared your feedback with the engineering team

Let us know if you have additional questions

Happy to help further.

Thanks again.

Rohit

On Thu, Aug 31, 2023 at 7:55 PM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thanks for the quick response. I like to think I'm a bit techy and finding that view was not intuitive, but I did figure it out. I hope you understand that when a parent is actually crying that they cannot locate their kindergartener and school staff are trying to locate the bus, going to route group adds another layer or two. Can you please recommend to the programmers the user suggestion that upon initially opening up the portal we need to see the actual bus numbers that families associate with? When I get to the screen below, I think it would be in the best interest of users and expediate our response time for us to be able to see the actual bus number that is associated. We need to see bus 1194 or bus 4030 in the ID or in the date. Then we can easily locate the bus and avoid an extra layer.

Thank you for taking my suggestions into consideration.

Eric



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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---

**From:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 10:27 PM  
**To:** Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)>  
**Cc:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>; Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)>  
**Subject:** [External] Re: questions / help

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Thanks, Christine.  
Let me respond on behalf of Lipi

Hi Eric,

Please see the screen-shots below for how to see lookup by bus id.  
For Video footage, you will need to discuss with the HCPSS transportation team on how to get access per policy.

HCPSS bus id is equivalent to the "route group" in the Zum school portal.  
> Goto rides tab- > choose "route group" from the drop down on top- > enter "1194" on the text box to right-> choose date "8/31"  
You will see the rides for 1194 assigned for the campus for 8/31. Clicking on the row opens a drawer showing them current status including live tracking

For a bird's eye view they can use the "map view" (1st tab on top left - navigation bar) to see the bus lives for the campus. On clicking the dot (aka bus), they will see the status of the ride and track it live as above

Hope this helps

Let us know if you have any additional questions

Rohit

Screen Shot 2023-08-31 at 7.11.03 PM.png



Screen Shot 2023-08-31 at 7.12.19 PM.png



Screen Shot 2023-08-31 at 7.23.38 PM.png



On Thu, Aug 31, 2023 at 5:44 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Lipi,

When I sent the email below I saw that Niket is traveling for work this week. I don't want Eric to experience a delayed response. Are you able to help? Many thanks!!

On Thu, Aug 31, 2023 at 8:41 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Niket,

Eric is the Leadership Intern at Bellows Spring Elementary School in Howard County and has been absolutely lovely to work with. Are you able to help him out with his questions below?

Thanks so much and have a good evening!

Christine

On Thu, Aug 31, 2023 at 7:13 PM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Christine,

I am hoping you can help me with understanding the Zum system better. I'm

including two screen shots. People keep asking me where a certain bus is within its route. When I go to the zum system I cannot see the bus numbers that we have associated. For example, under routes I need to see bus 1194. Seeing BSES 01A means nothing to me. And to be honest, many administrators are new to their schools so even when I click on the route and see an address that does not help me identify the bus number. Is there an easy way to track the specific bus number that we are using?

Also,

What is the process used to get video footage from a Zum bus? We need that access to get footage related to student behavior.

Thanks,  
Eric Soskil



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary



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**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Westerman, Bill](#)  
**Cc:** [Abhishek Garg](#); [Adam Downes](#); [Brian Nevin](#); [Douglas Kampe](#); [Stephen Dolney](#)  
**Subject:** Re: [External] Tyler API Access.  
**Date:** Friday, September 1, 2023 10:38:21 AM  
**Attachments:** [image001.png](#)

---

Let's do a quick call to get this sorted out today.

@Doug/Brian: I assume we need someone from IT also for the call to help with firewall/IP addresses. Can you please add Chad or someone from IT who can help with that today itself.

Regards,  
Shiva

On Fri, Sep 1, 2023 at 7:33 AM Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)> wrote:

Doug and Shiva,

Today, I sent an email to each of you with specific connection requirements. Let me know if you want to do a call as well.

Regards,

Bill

**Bill Westerman**  
Director, Integration Solutions  
Tyler Technologies, Inc.



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**From:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 9:14 PM  
**To:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Cc:** Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Tyler API Access.

Bill,

Could we please meet tomorrow to discuss this?

Thanks,

**Douglas Kampe**

Technology Manager

*W:* (410) 313-1736

Office of Student Transportation

5451 Beaverkill Rd | Columbia, MD 21044

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 9:12 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>; Adam Downes

<[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>

**Subject:** Re: [External] Tyler API Access.

Hi Brian,

Can you please help with who from IT can work with Bill to set up the API access for us?

Regards,

Shiva

On Thu, Aug 31, 2023 at 12:02 PM Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)> wrote:

Thanks Steve!

[@Douglas Kampe](#) [@Brian Nevin](#) : Who can help Bill to set this up for us? *One of his asks was: "If you are hosting the Tyler routing software (which is my belief), we will need firewall exceptions to allow the Tyler API platform to give real-time update to Zum."*

Regards,

Shiva

On Thu, Aug 31, 2023 at 11:55 AM Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)> wrote:

One other item: Zum should have access to all routes not just routes assigned to Zum.

Steve

---

**From:** Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>

**Sent:** Thursday, August 31, 2023 2:49 PM  
**To:** Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Tyler API Access.

Hi All,

Based on my conversation with Shiva, Zum needs access to the Tyler API in real time so that they can explore this system and potentially arrive at a solution.

Regards,

Steve

Stephen Dolney

Director of Strategy and Data Privacy

Howard County Public Schools

410-313-6647

---

**From:** Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>  
**Sent:** Thursday, August 31, 2023 2:23 PM  
**To:** Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** RE: [External] Tyler API Access.

All,

If you are hosting the Tyler routing software (which is my belief), we will need firewall exceptions to allow the Tyler API platform to give real-time update to Zum.

Regards,

Bill

**Bill Westerman**  
Director, Integration Solutions  
Tyler Technologies, Inc.



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**From:** Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 2:12 PM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Tyler API Access.

Good Afternoon,

Can someone briefly explain what information is being requested by Zum from

Tyler and why it's needed? I thought that we already provided data to Zum.

Regards,

Steve

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 2:05 PM  
**To:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>  
**Subject:** RE: [External] Tyler API Access.

Good afternoon,

I am adding Mr. Dolney to the email for his verification and support from a data integrity process.

Thanks

Brian

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:** Thursday, August 31, 2023 2:02 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** [External] Tyler API Access.

**! 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 Doug/Adam/Brian,

We are exploring Tyler APIs to access Howard route data. To access Howard Zum routes through API, you must provide some details and authorization to Bill to set it up. I am adding Bill from Tyler to this email. He can work with you to get the necessary details to set up the access for us to explore whether the API provides all the necessary data we need.

@Westerman, Bill - Let us know what you need from Howard's team.

Regards,

Shiva



**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Francesca A. Graham](#); [Melissa A. Marchetti](#)  
**Subject:** MHHS bus 1039 updated AM run sheet, 9/1/23  
**Date:** Friday, September 1, 2023 10:19:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Adjusted the AM times so the bus can get to the school on time. Please review.

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Francesca A. Graham](#); [Melissa A. Marchetti](#)  
**Subject:** MHHS bus 1009 updated AM run sheet, 9/1/23  
**Date:** Friday, September 1, 2023 10:16:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Adjusted the times for the AM run so it starts at 7:25am. Please review.

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Christine Johnson](#)  
**Subject:** [External] Charter trip [ ref:\_00D6AtpfT.\_500QgqJ1p:ref ]  
**Date:** Friday, September 1, 2023 10:06:46 AM

---

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

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Hi this is Zum!

Below you will find required information, please send it back so our sales team can better assist you with your request.

oContact First Name  
o Contact Last Name  
oSchool or Organization Name  
oContact Email (repeat it back to make sure has been gathered correctly)  
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)

Zum Support

1.855.RIDEZUM (1.855.743.3986)

Support hours: 6:00 AM - 7:00 PM PACIFIC TIME 

ref:\_00D6AtpfT.\_500QgqJ1p:ref

From: [Zum Support](#)  
To: [Douglas Kampe](#)  
Subject: [External] Ride arrival to school report report  
Date: Friday, September 1, 2023 9:59:59 AM

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The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Monica Pringle](#); [Horace Baker](#); [Bill Stolis](#)  
**Subject:** Bus 4019 updated run sheets  
**Date:** Friday, September 1, 2023 9:58:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Streamlined routes for efficiency.

**Start Date: Tuesday, 9/5/23**

Thank you!

**From:** [Ruth Macdonald](#)  
**To:** [sarah@ridezum.com](mailto:sarah@ridezum.com)  
**Cc:** [Mary Ann McCue](#)  
**Subject:** Fw: Field Trip Transportation request: Grade K,  
**Date:** Friday, September 1, 2023 9:54:02 AM

---

Happy Friday!

I was wondering if you could give me an update as I cannot continue the Field Trip process until I receive transportation information. I appreciate your assistance.

Thank you,

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**

10320 Quarterstaff Road

Columbia, MD 21044

p: (410) 313-6866

f: (410) 313-6869

[ruth\\_macdonald@hcpss.org](mailto:ruth_macdonald@hcpss.org)

**Veterans Elementary School**

4355 Montgomery Road

Ellicott City, MD 21043

p:(410)313-1700

F:(410)313-1709

---

**From:** Ruth Macdonald <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)>

**Sent:** Wednesday, August 30, 2023 12:05 PM

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

**Cc:** Mary Ann McCue <[Mary\\_Ann\\_McCue@hcpss.org](mailto:Mary_Ann_McCue@hcpss.org)>

**Subject:** Field Trip Transportation request: Grade K,

Good afternoon, Sarah!

I am requesting Transportation for the Kindergarten Filed Trip on October 25th and October 26th, 2023. Please review the following details for this request.

- 4 buses total/ 2 each day 1 bus per class depending on bus capacity
- Buses need to be ready to depart CCES at 9:30 AM (library arrival 9:45AM).

- We will be ending the trip at 10:45 AM to arrive and return to school by 11AM in time for lunch.

Day 1 (Oct 25th)

37 students + (approximately 20 adults consisting of teachers, para educators, and chaperones)

Day 2 (Oct 26th)

39 students + (approximately 20 adults consisting of teachers, para educators, and chaperones)

Please let me know if you have any questions.

Thank you!

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**

10320 Quarterstaff Road

Columbia, MD 21044

p: (410) 313-6866

f: (410) 313-6869

ruth\_macdonald@hcpss.org

**Veterans Elementary School**

4355 Montgomery Road

Ellicott City, MD 21043

p:(410)313-1700

F:(410)313-1709

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Friday, September 1, 2023 9:42:18 AM

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[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986



**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Bill Stolis](#)  
**Subject:** MWMS bus 1179 updated run sheets, 9/1/23  
**Date:** Friday, September 1, 2023 9:34:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

**Removed Stop:**

- APRIL BROOK WAY@WIND RIDER WAY

**Start Date: Tuesday, 9/5/23**

Thank you!

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Friday, September 1, 2023 9:24:05 AM

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[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [BRENDA BREWER](#)  
**To:** [Sheila Fike](#); [Adkins Enterprises](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Blue Horizons 2 \(jareddef@gmail.com\)](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Dorestes Bus Service](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [W Daniels Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#)  
**Cc:** [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Brian Nevin](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)  
**Subject:** [External] Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Friday, September 1, 2023 9:20:48 AM

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Received

[Sent from AOL on Android](#)

On Thu, Aug 31, 2023 at 3:41 PM, Sheila Fike  
<[Sheila\\_Fike@hcpss.org](mailto:Sheila_Fike@hcpss.org)> wrote:

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,

Sheila

*Sheila Fike*

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

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

**From:** [Christopher Nine](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sheila Fike](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Bowens Bus Service](#); [BWA Transportation](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#); [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)  
**Subject:** [External] Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Friday, September 1, 2023 9:20:11 AM

---

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Received and understood!

Take Care and Be Safe,

Christopher Nine  
Account Manager  
Safety Manager  
MBG Enterprises Inc.



On Thu, Aug 31, 2023 at 8:38 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

We are implementing this new procedure as a way to increase the communication to our impacted families. For the delays it applies to more than a 15 minute delay for the first stop on each school trip you have.

Please ensure that you reply to this email so that we can be certain everyone has received the new process.

If you have any questions please reach out to Chris in the morning.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Sheila Fike <[Sheila\\_Fike@hcpss.org](mailto:Sheila_Fike@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 3:42 PM  
**To:** Adkins Enterprises <[AdkinsPTO@gmail.com](mailto:AdkinsPTO@gmail.com)>; Anthony Viennas <[anthonyviennas@gmail.com](mailto:anthonyviennas@gmail.com)>; B L Corn, Inc. <[blcorn53@gmail.com](mailto:blcorn53@gmail.com)>; Baruch <[weeceeze@gmail.com](mailto:weeceeze@gmail.com)>; Baruch Transportation <[Baruch.Transportation.Inc@gmail.com](mailto:Baruch.Transportation.Inc@gmail.com)>; Bayer <[tbayer@woodlawnmc.com](mailto:tbayer@woodlawnmc.com)>; Bayer Bus Service <[kbayer@woodlawnmc.com](mailto:kbayer@woodlawnmc.com)>; Blue Horizons 2 ([jareddef@gmail.com](mailto:jareddef@gmail.com)) <[jareddef@gmail.com](mailto:jareddef@gmail.com)>; Bowens Bus Service <[bowensbusser@aol.com](mailto:bowensbusser@aol.com)>; BWA Transportation <[hazeymeadow1313@comcast.net](mailto:hazeymeadow1313@comcast.net)>; Christopher Nine <[cnine.mbg@gmail.com](mailto:cnine.mbg@gmail.com)>; CTTA Enterprises <[brendabetta@aol.com](mailto:brendabetta@aol.com)>; Daniel Gunther <[dgunther.mbg@gmail.com](mailto:dgunther.mbg@gmail.com)>; Debbie Amoss BWA <[BWABUS@gmail.com](mailto:BWABUS@gmail.com)>; Dents Bus Service ([irene11114@cs.com](mailto:irene11114@cs.com)) <[irene11114@cs.com](mailto:irene11114@cs.com)>; Dorestes Bus Service <[emiliodoreste@yahoo.com](mailto:emiliodoreste@yahoo.com)>; Glen Whitehead <[glenandbetty4466@aol.com](mailto:glenandbetty4466@aol.com)>; Heather from Mina <[skinemarie@gmail.com](mailto:skinemarie@gmail.com)>; HOB Enterprises <[h\\_brathwaite@yahoo.com](mailto:h_brathwaite@yahoo.com)>; Jason Mullinix <[j.mullinix@bowensbusservice.com](mailto:j.mullinix@bowensbusservice.com)>; Jeff Pool Tip Top <[jwpool15@gmail.com](mailto:jwpool15@gmail.com)>; Joe Gunther ([jgunther.mbg@gmail.com](mailto:jgunther.mbg@gmail.com)) <[jgunther.mbg@gmail.com](mailto:jgunther.mbg@gmail.com)>; KAM Enterprises ([kambus@hughes.net](mailto:kambus@hughes.net)) <[kambus@hughes.net](mailto:kambus@hughes.net)>; Kim Brathwaite (HOB Enterprises) <[Mjcj94@hotmail.com](mailto:Mjcj94@hotmail.com)>; MBG Enterprises <[mbge5@aol.com](mailto:mbge5@aol.com)>; Mellors Bus Service <[mellorsbus09@verizon.net](mailto:mellorsbus09@verizon.net)>; Mina Trans <[m\\_laaboudi@yahoo.com](mailto:m_laaboudi@yahoo.com)>; Mindy from Bowens <[M.Roche@bowensbusservice.com](mailto:M.Roche@bowensbusservice.com)>; Mitchell Gunther Jr ([Mguntherjr.mbg@gmail.com](mailto:Mguntherjr.mbg@gmail.com)) <[Mguntherjr.mbg@gmail.com](mailto:Mguntherjr.mbg@gmail.com)>; Salena Otten ([Sotten.mbg@gmail.com](mailto:Sotten.mbg@gmail.com)) <[Sotten.mbg@gmail.com](mailto:Sotten.mbg@gmail.com)>; sharon hammond <[sharonsbus481@gmail.com](mailto:sharonsbus481@gmail.com)>; Sharon Ward Inc. <[swbus28@yahoo.com](mailto:swbus28@yahoo.com)>; Tip Top 2 <[dylanpool15@gmail.com](mailto:dylanpool15@gmail.com)>; Tip Top Aimee <[tiptopaimee@gmail.com](mailto:tiptopaimee@gmail.com)>; Transwhite Inc. <[transwhite@comcast.net](mailto:transwhite@comcast.net)>; Viennas Transportation <[viennas@comcast.net](mailto:viennas@comcast.net)>; W Daniels Transportation <[wdanielstrans@gmail.com](mailto:wdanielstrans@gmail.com)>; Woodlawn Motor Coach <[bbayer@woodlawnmc.com](mailto:bbayer@woodlawnmc.com)>; Y & L Transportation <[yandltransportation@gmail.com](mailto:yandltransportation@gmail.com)>; Zum Services Inc. <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>  
**Cc:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Bill Stolis <[Bill\\_Stolis@hcpss.org](mailto:Bill_Stolis@hcpss.org)>; Brandie Karfonta <[Brandie\\_Karfonta@hcpss.org](mailto:Brandie_Karfonta@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Heather Driskill <[Heather\\_Driskill@hcpss.org](mailto:Heather_Driskill@hcpss.org)>; Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Jacquelyn Malette <[Jacquelyn\\_Malette@hcpss.org](mailto:Jacquelyn_Malette@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; Kraig Nussbaum <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>; Melissa A. Marchetti <[Melissa\\_Marchetti@hcpss.org](mailto:Melissa_Marchetti@hcpss.org)>; Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>; Nina Slagle <[Nina\\_Slagle@hcpss.org](mailto:Nina_Slagle@hcpss.org)>; Paul Bertulis <[Paul\\_Bertulis@hcpss.org](mailto:Paul_Bertulis@hcpss.org)>; Sandra Kelly <[Sandra\\_Kelly@hcpss.org](mailto:Sandra_Kelly@hcpss.org)>; Vanessa Dixon <[Vanessa\\_Dixon@hcpss.org](mailto:Vanessa_Dixon@hcpss.org)>; Varinsa Washington <[Varinsa\\_Washington@hcpss.org](mailto:Varinsa_Washington@hcpss.org)>  
**Subject:** URGENT: New procedures for reporting bus delays and substitutions  
**Importance:** High

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS

Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,

Sheila

*Sheila Fike*

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

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

**From:** [Adam Downes](#)  
**To:** [Shilpan Patel](#)  
**Subject:** Midday run sheets  
**Date:** Friday, September 1, 2023 9:19:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Attached. Thanks.



**From:** [Douglas Kampe](#)  
**To:** [Ivan Vasilko](#)  
**Subject:** Re: [External] Re: Adding users/admins to Zum  
**Date:** Friday, September 1, 2023 9:16:28 AM

---

Thanks. I see it. I'll check the report.

**Douglas Kampe**

Technology Manager

*W: (410) 313-1736*

Office of Student Transportation  
5451 Beaverkill Rd | Columbia, MD 21044

---

**From:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>  
**Sent:** Friday, September 1, 2023 9:07 AM  
**To:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** Re: [External] Re: Adding users/admins to Zum

Hi Doug, please refresh the page, you should see it now.

On Fri, Sep 1, 2023 at 8:35 AM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:

Hi Ivan,

I have an urgent request. I need to have access to run reports, specifically on-time reports, from the Zum portal. I am receiving this message: Reports

*You don't have access to the reports*

*Contact your system administrator to request the access.*

Could you assist please?

**Douglas Kampe**

Technology Manager

*W: (410) 313-1736*

Office of Student Transportation  
5451 Beaverkill Rd | Columbia, MD 21044

---

**From:** Ivan Vasilko <[ivan@ridezum.com](mailto:ivan@ridezum.com)>  
**Sent:** Friday, August 18, 2023 5:02 PM  
**To:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>  
**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Francesca A. Graham <[Francesca\\_Graham@hcpss.org](mailto:Francesca_Graham@hcpss.org)>  
**Subject:** [External] Re: Adding users/admins to Zum

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safe.

Hi Doug and Francesca,

These are the steps to add new users:

The new users cannot manage other users by default. We need to enable that on our end. So, if you want someone else to have permission to manage users, please let me know their email addresses.

Thank you,  
Ivan

On Fri, Aug 18, 2023 at 12:15 PM Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)> wrote:

Hi Doug,

Great to hear from you.

Of course. Happy to help

The link to the Zum school portal is <https://school.ridezum.com/>

Francesca can use her HCPSS email and password to log in via SSO. If she is logged into her HCPSS email already, no need to enter password (due to SSO)

Ivan- cc'ed here can share the brief instructions on how to add users/admins on your side

Thanks a lot

Rohit

On Fri, Aug 18, 2023 at 12:00 PM Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)> wrote:

Hello Rohit,

Francesca is new to our office, but she comes to us from another school within HCPSS, so she's familiar with the needs of school admins. Could you provide us a link to the Zum portal, a short explanation of how to enable new users, and how to create new admins? We are identifying a few people in our office who will be responsible to add users.

Thanks,

**Douglas Kampe**

Transportation Analyst/Planner

*W: (410) 313-1736*

Office of Student Transportation

5451 Beaverkill Rd | Columbia, MD 21044

From: [Zum Support](#)  
To: [Douglas Kampe](#)  
Subject: [External] Ride arrival to school report report  
Date: Friday, September 1, 2023 9:16:06 AM

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[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Y&L Transportation](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Adam Downes](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [BWA Transportation](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Bill Stolis](#); [Bowens Bus Service](#); [Brandie Karfonta](#); [CTTA Enterprises](#); [Christopher Nine](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Douglas Kampe](#); [Glen Whitehead](#); [HOB Enterprises](#); [Heather Driskill](#); [Heather from Mina](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [Kraig Nussbaum](#); [MBG Enterprises](#); [Melissa A. Marchetti](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [Sandra Kelly](#); [Sharon Ward Inc.](#); [Sheila Fike](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Vanessa Dixon](#); [Varinsa Washington](#); [Viennas Transportation](#); [Woodlawn Motor Coach](#); [Zum Services Inc.](#); [sharon hammond](#)  
**Subject:** [External] Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Friday, September 1, 2023 9:14:42 AM

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Received.

On Thu, Aug 31, 2023 at 8:38 PM Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)> wrote:

Good evening everyone,

We are implementing this new procedure as a way to increase the communication to our impacted families. For the delays it applies to more than a 15 minute delay for the first stop on each school trip you have.

Please ensure that you reply to this email so that we can be certain everyone has received the new process.

If you have any questions please reach out to Chris in the morning.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

---

**From:** Sheila Fike <[Sheila\\_Fike@hcpss.org](mailto:Sheila_Fike@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 3:42 PM  
**To:** Adkins Enterprises <[AdkinsPTO@gmail.com](mailto:AdkinsPTO@gmail.com)>; Anthony Viennas <[anthonyviennas@gmail.com](mailto:anthonyviennas@gmail.com)>; B L Corn, Inc. <[blcorn53@gmail.com](mailto:blcorn53@gmail.com)>; Baruch <[weeceeze@gmail.com](mailto:weeceeze@gmail.com)>; Baruch Transportation <[Baruch.Transportation.Inc@gmail.com](mailto:Baruch.Transportation.Inc@gmail.com)>;

Bayer <[tbayer@woodlawnmc.com](mailto:tbayer@woodlawnmc.com)>; Bayer Bus Service <[kbayer@woodlawnmc.com](mailto:kbayer@woodlawnmc.com)>; Blue Horizons 2 ([jareddef@gmail.com](mailto:jareddef@gmail.com)) <[jareddef@gmail.com](mailto:jareddef@gmail.com)>; Bowens Bus Service <[bowensbusser@aol.com](mailto:bowensbusser@aol.com)>; BWA Transportation <[hazeymeadow1313@comcast.net](mailto:hazeymeadow1313@comcast.net)>; Christopher Nine <[cnine.mbg@gmail.com](mailto:cnine.mbg@gmail.com)>; CTTA Enterprises <[brendabctta@aol.com](mailto:brendabctta@aol.com)>; Daniel Gunther <[dgunther.mbg@gmail.com](mailto:dgunther.mbg@gmail.com)>; Debbie Amoss BWA <[BWABUS@gmail.com](mailto:BWABUS@gmail.com)>; Dents Bus Service ([irene11114@cs.com](mailto:irene11114@cs.com)) <[irene11114@cs.com](mailto:irene11114@cs.com)>; Dorestes Bus Service <[emiliodoreste@yahoo.com](mailto:emiliodoreste@yahoo.com)>; Glen Whitehead <[glenandbetty4466@aol.com](mailto:glenandbetty4466@aol.com)>; Heather from Mina <[skinemarie@gmail.com](mailto:skinemarie@gmail.com)>; HOB Enterprises <[h\\_brathwaite@yahoo.com](mailto:h_brathwaite@yahoo.com)>; Jason Mullinix <[j.mullinix@bowensbusservice.com](mailto:j.mullinix@bowensbusservice.com)>; Jeff Pool Tip Top <[jwpool15@gmail.com](mailto:jwpool15@gmail.com)>; Joe Gunther ([jgunther.mbg@gmail.com](mailto:jgunther.mbg@gmail.com)) <[jgunther.mbg@gmail.com](mailto:jgunther.mbg@gmail.com)>; KAM Enterprises ([kambus@hughes.net](mailto:kambus@hughes.net)) <[kambus@hughes.net](mailto:kambus@hughes.net)>; Kim Brathwaite (HOB Enterprises) <[Mjcj94@hotmail.com](mailto:Mjcj94@hotmail.com)>; MBG Enterprises <[mbge5@aol.com](mailto:mbge5@aol.com)>; Mellors Bus Service <[mellorsbus09@verizon.net](mailto:mellorsbus09@verizon.net)>; Mina Trans <[m\\_laaboudi@yahoo.com](mailto:m_laaboudi@yahoo.com)>; Mindy from Bowens <[M.Roche@bowensbusservice.com](mailto:M.Roche@bowensbusservice.com)>; Mitchell Gunther Jr ([Mguntherjr.mbg@gmail.com](mailto:Mguntherjr.mbg@gmail.com)) <[Mguntherjr.mbg@gmail.com](mailto:Mguntherjr.mbg@gmail.com)>; Salena Otten ([Sotten.mbg@gmail.com](mailto:Sotten.mbg@gmail.com)) <[Sotten.mbg@gmail.com](mailto:Sotten.mbg@gmail.com)>; sharon hammond <[sharonsbus481@gmail.com](mailto:sharonsbus481@gmail.com)>; Sharon Ward Inc. <[swbus28@yahoo.com](mailto:swbus28@yahoo.com)>; Tip Top 2 <[dylanpool15@gmail.com](mailto:dylanpool15@gmail.com)>; Tip Top Aimee <[tiptopaimee@gmail.com](mailto:tiptopaimee@gmail.com)>; Transwhite Inc. <[transwhite@comcast.net](mailto:transwhite@comcast.net)>; Viennas Transportation <[viennas@comcast.net](mailto:viennas@comcast.net)>; W Daniels Transportation <[wdanielstrans@gmail.com](mailto:wdanielstrans@gmail.com)>; Woodlawn Motor Coach <[bbayer@woodlawnmc.com](mailto:bbayer@woodlawnmc.com)>; Y & L Transportation <[yandltransportation@gmail.com](mailto:yandltransportation@gmail.com)>; Zum Services Inc. <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>  
**Cc:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Bill Stolis <[Bill\\_Stolis@hcpss.org](mailto:Bill_Stolis@hcpss.org)>; Brandie Karfonta <[Brandie\\_Karfonta@hcpss.org](mailto:Brandie_Karfonta@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Heather Driskill <[Heather\\_Driskill@hcpss.org](mailto:Heather_Driskill@hcpss.org)>; Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Jacquelyn Malette <[Jacquelyn\\_Malette@hcpss.org](mailto:Jacquelyn_Malette@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; Kraig Nussbaum <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>; Melissa A. Marchetti <[Melissa\\_Marchetti@hcpss.org](mailto:Melissa_Marchetti@hcpss.org)>; Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>; Nina Slagle <[Nina\\_Slagle@hcpss.org](mailto:Nina_Slagle@hcpss.org)>; Paul Bertulis <[Paul\\_Bertulis@hcpss.org](mailto:Paul_Bertulis@hcpss.org)>; Sandra Kelly <[Sandra\\_Kelly@hcpss.org](mailto:Sandra_Kelly@hcpss.org)>; Vanessa Dixon <[Vanessa\\_Dixon@hcpss.org](mailto:Vanessa_Dixon@hcpss.org)>; Varinsa Washington <[Varinsa\\_Washington@hcpss.org](mailto:Varinsa_Washington@hcpss.org)>  
**Subject:** URGENT: New procedures for reporting bus delays and substitutions  
**Importance:** High

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,

Sheila

*Sheila Fike*

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

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

**From:** [Michael Senisi](#)  
**To:** [Thomas Durrett](#)  
**Subject:** Re: [External] Re: Ahs soccer  
**Date:** Friday, September 1, 2023 9:09:49 AM

---

Thanks, any update about next week games?

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Friday, September 1, 2023 9:01 AM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** Re: [External] Re: Ahs soccer

Got it. We are all set for 2 buses for varsity football and 1 bus now at 5PM for soccer for today.

On Fri, Sep 1, 2023 at 8:57 AM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
Only 1 bus for boys' soccer at 5pm. It will be varsity only. We will need the 2 buses for varsity football. Good?

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Friday, September 1, 2023 8:47 AM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** Re: [External] Re: Ahs soccer

Would you like me to book this trip? It looks like it will need 2 buses.



On Fri, Sep 1, 2023 at 8:24 AM Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)> wrote:  
Hi Michael,

We do this for 5PM pickup.

On Fri, Sep 1, 2023 at 7:55 AM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
1 bus 5pm for Boys soccer to Century HS. It's on the google doc, but changing pick up time to anytime between 4:30-5pm.

Sent from my iPhone

On Sep 1, 2023, at 7:45 AM, Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)> wrote:

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Hi Michael,

Can you send the info and I can see what we can do?

On Fri, Sep 1, 2023 at 7:41 AM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:

Thomas,  
I believe you mentioned that you could not get buses before 5pm today.  
Can we get a bus for boys soccer at 5pm? This is in addition, to our varsity football buses.

Sent from my iPhone

**From:** [Jason Morton-Ortega](#)  
**To:** [Cecilia Ferdows](#)  
**Cc:** [Danielle R. Shanks](#); [Gay Cornwell](#); [Horace Baker](#)  
**Subject:** Re: [External] Re: ZUM Contact for HCPSS & ZUM Dashboard  
**Date:** Friday, September 1, 2023 8:57:13 AM

---

Thank you for your response. Yes, I am still seeing buses and routes from other schools. Please advise.

Jason Morton-Ortega  
Assistant Principal  
Bryant Woods Elementary  
410-313-6859

Follow on Twitter @hcpss\_bwes

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---

**From:** Cecilia Ferdows <cferdows@ridezum.com>  
**Sent:** Thursday, August 31, 2023 3:47 PM  
**To:** Jason Morton-Ortega <Jason\_Morton-Ortega@hcpss.org>  
**Cc:** Danielle R. Shanks <Danielle\_Shanks@hcpss.org>; Gay Cornwell <Gay\_Cornwell@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>  
**Subject:** [External] Re: ZUM Contact for HCPSS & ZUM Dashboard

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Dear Jason,

I apologize for taking a bit to get back to you. As you can imagine, it has been a very busy week for us. The best way to reach us when you need immediate help is to contact the dispatch number, [REDACTED]. As for the dashboard, I just double checked your permissions and you only have permission to see the buses for your school. Are you still seeing buses from other schools on your dashboard? Thank you.

Best regards,

Cecilia Ferdows  
School Operations Manager



On Mon, Aug 28, 2023 at 8:40 PM Jason Morton-Ortega <[Jason\\_Morton-Ortega@hcpss.org](mailto:Jason_Morton-Ortega@hcpss.org)>

wrote:

Good evening, Cecilia.

I'm reaching out to see who I should contact at ZUM if we have a transportation concern in the AM or PM. When a representative from ZUM came to our school for open house last Friday, she mentioned you were the contact, but I only received your email. Today, I contacted the following phone numbers: **ZUM Support- 1-855-743-3986 and 1-877-737-4831.** The representative was very supportive, but it took quite some time to receive a response to a missing 1<sup>st</sup> grade student.

Should I continue to go this route in the future for support, or is there someone else specific with ZUM and the HCPSS account that I should contact?

Also, I'm seeing some buses on my dashboard in ZUM, but they are not all for my school (most aren't). Is this part of the system that we can't access yet?

In my opinion, I think we as administrators could receive some additional training if possible on how to navigate this system. The training we had was brief and also quite a while ago, so a refresher is probably needed.

Thank you in advance for your support!

Jason Morton-Ortega  
Assistant Principal  
Bryant Woods Elementary  
410-313-6859

Follow on Twitter @hcpss\_bwes

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**From:** [Brendan Anderson](#)  
**To:** [Mary Wolf](#); [Jennifer Rose](#); [Matthew Barger](#); [Sarah Skinner](#)  
**Cc:** [Emily Bahhar](#); [Alison Cuomo](#); [Allison Whitney](#); [Jahantab Siddiqui](#); [Abhishek Garg](#); [Rohit Jain](#); [Shiva Nagabushanaswamy](#); [Vivek Garg](#)  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort  
**Date:** Friday, September 1, 2023 8:48:17 AM

---

I logged in, looks good. [REDACTED]  
[REDACTED]

Brendan

---

**From:** Mary Wolf <Mary\_Wolf@hcpss.org>  
**Date:** Friday, September 1, 2023 at 8:42 AM  
**To:** Jennifer Rose <Jennifer\_Rose@hcpss.org>, Matthew Barger <Matthew\_Barger@hcpss.org>, Sarah Skinner <sarah@ridezum.com>  
**Cc:** Emily Bahhar <Emily\_Bahhar@hcpss.org>, Brendan Anderson <Brendan\_Anderson@hcpss.org>, Alison Cuomo <Alison\_Cuomo@hcpss.org>, Allison Whitney <Allison\_Whitney@hcpss.org>, Jahantab Siddiqui <Jahantab\_Siddiqui@hcpss.org>, Abhishek Garg <abhishek@ridezum.com>, Rohit Jain <rohit@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>, Vivek Garg <vivek@ridezum.com>  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Good Morning,

I was able to log in and track [REDACTED] rides this morning. Thanks!

*Mary Wolf  
Front Desk Secretary  
Howard County Public Schools  
Central Office  
(410) 313-6601*

---

**From:** Jennifer Rose <Jennifer\_Rose@hcpss.org>  
**Sent:** Friday, September 1, 2023 7:23 AM  
**To:** Matthew Barger <Matthew\_Barger@hcpss.org>; Sarah Skinner <sarah@ridezum.com>  
**Cc:** Emily Bahhar <Emily\_Bahhar@hcpss.org>; Brendan Anderson <Brendan\_Anderson@hcpss.org>; Mary Wolf <Mary\_Wolf@hcpss.org>; Alison Cuomo <Alison\_Cuomo@hcpss.org>; Allison Whitney <Allison\_Whitney@hcpss.org>; Jahantab Siddiqui <Jahantab\_Siddiqui@hcpss.org>; Abhishek Garg <abhishek@ridezum.com>; Rohit Jain <rohit@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Vivek Garg <vivek@ridezum.com>  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Good morning,

I, too, was able to log in. I will be sure to check the app to track [REDACTED] later today.

Jen

---

**From:** Matthew Barger <Matthew\_Barger@hcpss.org>

**Date:** Friday, September 1, 2023 at 1:04 AM

**To:** Sarah Skinner <sarah@ridezum.com>

**Cc:** Jennifer Rose <Jennifer\_Rose@hcpss.org>, Emily Bahhar <Emily\_Bahhar@hcpss.org>, Brendan Anderson <Brendan\_Anderson@hcpss.org>, Mary Wolf <Mary\_Wolf@hcpss.org>, Alison Cuomo <Alison\_Cuomo@hcpss.org>, Allison Whitney <Allison\_Whitney@hcpss.org>, Jahantab Siddiqui <Jahantab\_Siddiqui@hcpss.org>, Abhishek Garg <abhishek@ridezum.com>, Rohit Jain <rohit@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>, Vivek Garg <vivek@ridezum.com>

**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Thank you Sarah! I was able to log into the application and will track [REDACTED] morning ride.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Sep 1, 2023, at 12:52 AM, 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.**

Hello Matthew, Allison, Alison, Emily, Brandon, Mary, and Jennifer,

We are thrilled that you will be participating in the Zum App Pilot. You have now been set up with access to the Zum App for Parents / Guardians. If you have not already done so, please download the Zum App using the link below.





You can also find an overview and instruction in the Zum App flier and video:

- [Zum App for Parents / Guardians - 1 page flier](#) - (English & Spanish)
- [Zum App for Parent/ Guardian - video \(2 min\)](#)

**Please be sure to login using your district provided contact information (email and cell phone numbers) included below for reference:**

- [Zum App for Parents / Guardians - Pilot Cohort](#)

Please let me know if you have any questions or if you have any trouble logging. Feel free to email, call or text me anytime. My cell: [REDACTED]

Best,  
Sarah

Sarah Skinner

Vice President of Strategic Partnerships



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

[Zum Services, Inc.](#)



**From:** [Daniel Gunther](#)  
**To:** [KAMBUS](#)  
**Cc:** [Henderson Brathwaite](#); [Sheila Fike](#); [Adkins Enterprises](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Blue Horizons 2 \(jareddef@gmail.com\)](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Dorestes Bus Service](#); [Glen Whitehead](#); [Heather from Mina](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [W Daniels Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#); [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Brian Nevin](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)  
**Subject:** [External] Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Friday, September 1, 2023 8:34:42 AM

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Got it thank you.

Sincerely,  
Daniel Gunther  
M.B.G. Enterprises Inc.  
M.B.G. Refuse Service Inc.  
Phone:410-766-3621  
Fax: 410-766-3691



On Fri, Sep 1, 2023 at 8:29 AM KAMBUS <[kambus@hughes.net](mailto:kambus@hughes.net)> wrote:

Received

K.A.M. ENTERPRISES, INC

410-795-2913

---

**From:** [Henderson Brathwaite](#)  
**Sent:** Friday, September 1, 2023 8:21 AM  
**To:** [Sheila Fike](#)  
**Cc:** [Adkins Enterprises](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Blue Horizons 2 \(jareddef@gmail.com\)](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Dorestes Bus Service](#); [Glen Whitehead](#); [Heather from Mina](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther](#)

(Jgunther.mbg@gmail.com); KAM Enterprises (kambus@hughes.net); Kim Brathwaite (HOB Enterprises); MBG Enterprises; Mellors Bus Service; Mina Trans; Mindy from Bowens; Mitchell Gunther Jr (Mguntherjr.mbg@gmail.com); Salena Otten (Sotten.mbg@gmail.com); sharon hammond; Sharon Ward Inc.; Tip Top 2; Tip Top Aimee; Transwhite Inc.; Viennas Transportation; W Daniels Transportation; Woodlawn Motor Coach; Y & L Transportation; Zum Services Inc.; Adam Downes; Bill Stolis; Brandie Karfonta; Brian Nevin; Douglas Kampe; Heather Driskill; Horace Baker; Jacquelyn Malette; James C. Fritz; Kraig Nussbaum; Melissa A. Marchetti; Monica Pringle; Nina Slagle; Paul Bertulis; Sandra Kelly; Vanessa Dixon; Varinsa Washington

**Subject:** Re: URGENT: New procedures for reporting bus delays and substitutions

Receive

Sent from my iPhone

On Aug 31, 2023, at 3:41 PM, Sheila Fike <[Sheila\\_Fike@hcpss.org](mailto:Sheila_Fike@hcpss.org)> wrote:

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,

Sheila

*Sheila Fike*

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



“You’re braver than you believe, stronger than you seem, and smarter than you think.” A.  
A. Milne

**From:** [Thomas Durrett](#)  
**To:** [Jack Davis](#)  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template  
**Date:** Friday, September 1, 2023 8:30:48 AM  
**Attachments:** [Outlook-1520964437.png](#)  
[Outlook-1520964437.png](#)

---

Hi jack,

I have reached out to everyone on the trip that we can cover today and tomorrow.

On Fri, Sep 1, 2023 at 8:22 AM Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)> wrote:

Can you confirm with everyone what they have available today as soon as possible. We are trying to figure out contingencies.

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:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 6:32 PM  
**To:** Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template

Hi Jack,

Right now 4:30 is probably the earliest we can get a bus to schools for trips.

On Thu, Aug 31, 2023 at 18:26 Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)> wrote:

Can you get buses at the schools for football at 4:30?

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

1520964437290\_PastedImage



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**From:** Jack Davis

**Sent:** Thursday, August 31, 2023 4:40 PM

**To:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>

**Subject:** Re: [External] HCPSS Athletic / Field Trips Template

Thomas,

I understand you cannot provide athletic trips tomorrow. What can help you remedy this situation?

Sent from my iPhone

On Aug 30, 2023, at 8:56 AM, Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)> wrote:

Hi Jack,

Working on this now. I will get the sheet sent over now.

On Wed, Aug 30, 2023 at 8:49 AM Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)> wrote:

Did you decide you could pick up the extra trips at Marriotts Ridge and Glenelg for athletics? If so, did you send them a google spreadsheet? I have added the athletic directors for both schools on this email.

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:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>

**Sent:** Monday, August 28, 2023 11:45 AM

**Cc:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Mark Ngo <[mngo@ridezum.com](mailto:mngo@ridezum.com)>

**Subject:** [External] HCPSS Athletic / Field Trips Template

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

Good morning,

My name is Thomas Durrett. I will be working with you going forward on getting all athletic / field trips scheduled. I have noticed in a previous request that required information for us to schedule / quote has been missing. I will be creating a template to use going forward and sending it out shortly.

Please let me know if you have any questions.

Thomas Durrett



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

**From:** [James C. Fritz](#)  
**To:** [Monica Pringle](#); [Liz Sanchez](#)  
**Subject:** RE: Transportation Concern  
**Date:** Friday, September 1, 2023 7:50:00 AM  
**Attachments:** [image001.png](#)

---

We need to run them all per Laree. Students have been finding alternatives since the buses have been unreliable / not showing. That's why there are no shows according to Laree.

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

---

**From:** Monica Pringle <Monica\_Pringle@hcpss.org>  
**Sent:** Thursday, August 31, 2023 11:09 PM  
**To:** James C. Fritz <James\_Fritz@hcpss.org>; Liz Sanchez <liz@ridezum.com>  
**Subject:** Re: Transportation Concern

Good evening,

On a few of the HCC shuttles there have not been any students. Can we confirm which schools have students for this program. (I asked Alex to reach out to his contact for each of the HS).

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*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 11:15 AM  
**To:** Liz Sanchez <[liz@ridezum.com](mailto:liz@ridezum.com)>; Monica Pringle <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>  
**Subject:** FW: Transportation Concern

Can anyone comment? HCC shuttle was a no-show???

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

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 11:13 AM  
**To:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>  
**Cc:** James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Subject:** RE: Transportation Concern

See below another issue.  
Thanks

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

---

**From:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 9:28 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Re: Transportation Concern

Thank you. As of now the HCC bus is still not here and our students have HCC class in 5 min.  
Thanks again,  
Liz

---

Elizabeth (Liz) Phillips  
~she/her/hers~

Assistant Principal  
Oakland Mills High School  
410.313.6945

---

*~Arranger~Relator~Restorative~Harmony~Individualization~*

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 7:58:04 AM  
**To:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>  
**Subject:** RE: Transportation Concern

Thanks. We had conversations with Zum about this last night.

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

---

**From:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 7:41 AM  
**To:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Subject:** Re: Transportation Concern

Good morning,  
I didn't hear anything else from the parent so presumably things got better.

Jeff filled out a form yesterday but while I'm emailing you I thought I'd also mention that our HCC bus hasn't gone to plan. They dropped off yesterday a good bit away from the lot (2A) and then did not pick up. Some students got rides, others got public transportation. Just a second heads up for that.

Thanks!  
Liz

---

Elizabeth (Liz) Phillips  
*~she/her/hers~*

Assistant Principal  
Oakland Mills High School  
410.313.6945

---

*~Arranger~Relator~Restorative~Harmony~Individualization~*

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Tuesday, August 29, 2023 9:37:05 PM  
**To:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>

**Subject:** RE: Transportation Concern

Hi Liz,  
Sorry just seeing this. Anything still need to be done.  
Thanks  
Brian

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

---

**From:** Elizabeth A. Phillips <[Elizabeth\\_A\\_Phillips@hcpss.org](mailto:Elizabeth_A_Phillips@hcpss.org)>

**Sent:** Monday, August 28, 2023 4:21 PM

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

**Subject:** Transportation Concern

Good Afternoon-

The parent of [REDACTED], an OMHS student will be reaching out. Bus [REDACTED] dropped off over a mile away from where the drop off was expected.

Thank you,  
Liz Phillips

---

Elizabeth (Liz) Phillips  
~she/her/hers~

Assistant Principal  
Oakland Mills High School  
410.313.6945

---

*~Arranger~Relator~Restorative~Harmony~Individualization~*



**From:** [Sarah Skinner](#)  
**To:** [Jennifer Rose](#)  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort  
**Date:** Friday, September 1, 2023 7:34:00 AM

---

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

Great. Thank you. Please let me know if you have any questions. We look forward to your input and feedback.

Best,  
Sarah Skinner

On Sep 1, 2023, at 4:23 AM, Jennifer Rose <[Jennifer\\_Rose@hcpss.org](mailto:Jennifer_Rose@hcpss.org)> wrote:

Good morning,

I, too, was able to log in. I will be sure to check the app to track [REDACTED] later today.

Jen

---

**From:** Matthew Barger <[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)>  
**Date:** Friday, September 1, 2023 at 1:04 AM  
**To:** Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
**Cc:** Jennifer Rose <[Jennifer\\_Rose@hcpss.org](mailto:Jennifer_Rose@hcpss.org)>, Emily Bahhar <[Emily\\_Bahhar@hcpss.org](mailto:Emily_Bahhar@hcpss.org)>, Brendan Anderson <[Brendan\\_Anderson@hcpss.org](mailto:Brendan_Anderson@hcpss.org)>, Mary Wolf <[Mary\\_Wolf@hcpss.org](mailto:Mary_Wolf@hcpss.org)>, Alison Cuomo <[Alison\\_Cuomo@hcpss.org](mailto:Alison_Cuomo@hcpss.org)>, Allison Whitney <[Allison\\_Whitney@hcpss.org](mailto:Allison_Whitney@hcpss.org)>, Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>, Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>, Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>, Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>, Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Thank you Sarah! I was able to log into the application and will track [REDACTED] morning ride.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Sep 1, 2023, at 12:52 AM, 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.**

Hello Matthew, Allison, Alison, Emily, Brandon, Mary, and Jennifer,

We are thrilled that you will be participating in the Zum App Pilot. You have now been set up with access to the Zum App for Parents / Guardians. If you have not already done so, please download the Zum App using the link below.



You can also find an overview and instruction in the Zum App flier and video:

- [Zum App for Parents / Guardians - 1 page flier](#) - (English & Spanish)
- [Zum App for Parent/ Guardian - video \(2 min\)](#)

**Please be sure to login using your district provided contact information (email and cell phone numbers) included below for reference:**

- [Zum App for Parents / Guardians - Pilot Cohort](#)

Please let me know if you have any questions or if you have any trouble logging. Feel free to email, call or text me anytime. My cell:



Best,  
Sarah

**Sarah Skinner**

Vice President of Strategic Partnerships



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

[Zūm Services, Inc.](#)



**From:** [Emily Bahhar](#)  
**To:** [Sheila Fike](#); [Adkins Enterprises](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Blue Horizons 2 \(jareddef@gmail.com\)](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Dorestes Bus Service](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [W Daniels Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#); [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Brian Nevin](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)  
**Cc:** [Brian W. Bassett](#); [Brian Nevin](#)  
**Subject:** Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Friday, September 1, 2023 7:07:59 AM

---

Apologies. The **correct number is 410-313-2508**.

Emily Bahhar (Bah-har)  
[HCPSS](#) Director, Multimedia Communications & School Support  
410-313-1570 (O) I [REDACTED] I [emily\\_bahhar@hcpss.org](mailto:emily_bahhar@hcpss.org)

---

**From:** Sheila Fike

**Sent:** Thursday, August 31, 2023 3:42 PM

**To:** [Adkins Enterprises <AdkinsPTO@gmail.com>](#); [Anthony Viennas <anthonyviennas@gmail.com>](#); [B L Corn, Inc. <blcorn53@gmail.com>](#); [Baruch <weeceeze@gmail.com>](#); [Baruch Transportation <Baruch.Transportation.Inc@gmail.com>](#); [Bayer <tbayer@woodlawnmc.com>](#); [Bayer Bus Service <kbayer@woodlawnmc.com>](#); [Blue Horizons 2 \(jareddef@gmail.com\) <jareddef@gmail.com>](#); [Bowens Bus Service <bowensbusser@aol.com>](#); [BWA Transportation <hazeymeadow1313@comcast.net>](#); [Christopher Nine <cnine.mbg@gmail.com>](#); [CTTA Enterprises <brendabctta@aol.com>](#); [Daniel Gunther <dgunther.mbg@gmail.com>](#); [Debbie Amoss BWA <BWABUS@gmail.com>](#); [Dents Bus Service \(irene11114@cs.com\) <irene11114@cs.com>](#); [Dorestes Bus Service <emiliodoreste@yahoo.com>](#); [Glen Whitehead <glenandbetty4466@aol.com>](#); [Heather from Mina <skinemarie@gmail.com>](#); [HOB Enterprises <h\\_brathwaite@yahoo.com>](#); [Jason Mullinix <j.mullinix@bowensbusservice.com>](#); [Jeff Pool Tip Top <jwpool15@gmail.com>](#); [Joe Gunther \(Jgunther.mbg@gmail.com\) <Jgunther.mbg@gmail.com>](#); [KAM Enterprises \(kambus@hughes.net\) <kambus@hughes.net>](#); [Kim Brathwaite \(HOB Enterprises\) <Mjcj94@hotmail.com>](#); [MBG Enterprises <mbge5@aol.com>](#); [Mellors Bus Service <mellorsbus09@verizon.net>](#); [Mina Trans <m\\_laaboudi@yahoo.com>](#); [Mindy from Bowens <M.Roche@bowensbusservice.com>](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\) <Mguntherjr.mbg@gmail.com>](#); [Salena Otten \(Sotten.mbg@gmail.com\) <Sotten.mbg@gmail.com>](#); [sharon hammond <sharonsbus481@gmail.com>](#); [Sharon Ward Inc. <swbus28@yahoo.com>](#); [Tip Top 2 <dylanpool15@gmail.com>](#); [Tip Top Aimee <tiptopaimee@gmail.com>](#); [Transwhite Inc. <transwhite@comcast.net>](#); [Viennas Transportation <viennas@comcast.net>](#); [W Daniels Transportation <wdanielstrans@gmail.com>](#); [Woodlawn Motor Coach <bbayer@woodlawnmc.com>](#); [Y & L Transportation <yandltransportation@gmail.com>](#); [Zum Services Inc. <kmoody@zumsf.com>](#)

**Cc:** [adam downes <adam\\_downes@hcpss.org>](#); [Bill Stolis <Bill\\_Stolis@hcpss.org>](#); [Brandie Karfonta <brandie\\_karfonta@hcpss.org>](#); [Brian Nevin <Brian\\_Nevin@hcpss.org>](#); [Douglas Kampe](#)

<Douglas\_Kampe@hcpss.org>; Heather Driskill <heather\_driskill@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>; Jackie Malette <jacquelyn\_malette@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Nina Slagle <nina\_slagle@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Vanessa Dixon <Vanessa\_Dixon@hcpss.org>; Varinsa Washington <varinsa\_washington@hcpss.org>

**Subject:** URGENT: New procedures for reporting bus delays and substitutions

**Importance:** High

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,

Sheila

*Sheila Fike*

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

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

From: [Zum Support](#)  
To: [Matthew Barger](#)  
Subject: [External] Zum Account Verification  
Date: Friday, September 1, 2023 6:44:51 AM

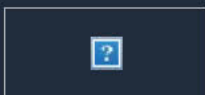
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Hello,

We were unable to match your information with the records provided by your school or district. Please contact your school or district to request access to this app.



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Thomas Durrett](#)  
**To:** [Jeannie Prevosto](#)  
**Subject:** Re: [External] Athletic trip  
**Date:** Friday, September 1, 2023 6:00:02 AM

---

Okay perfect, Thank you!

Happy to help and make this a smooth operation. Have a great weekend!

On Fri, Sep 1, 2023 at 5:56 AM Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)> wrote:  
I would say there will be no more than 35 students combined on this bus Tom. Happy Friday and have a great weekend Tom. Thanks so Much for all our work to help us this week.

Get [Outlook for iOS](#)

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Friday, September 1, 2023 5:54:11 AM  
**To:** Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)>  
**Subject:** Re: [External] Athletic trip

Okay, and the boys and girls cross country is it 30 total or 30 per team?

On Fri, Sep 1, 2023 at 5:51 AM Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)> wrote:  
Friday, September 1-Football-40 passengers, and their equipment, return time is 9:15pm  
  
Saturday, September 2-Boys & Girls Cross Country-30 passengers, return time is 2:00pm

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Friday, September 1, 2023 5:44:42 AM  
**To:** Jeannie Prevosto <[Jeannie\\_Prevosto@hcpss.org](mailto:Jeannie_Prevosto@hcpss.org)>  
**Subject:** [External] Athletic trip

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Happy Friday Jeannie,

Can you confirm 2 things for me? Thanks!

1. Only 35 passengers
2. Estimated return time

**From:** [Sarah Skinner](#)  
**To:** [James C. Fritz](#)  
**Cc:** [Brian Nevin](#); [Robert Bruce](#); [Adam Downes](#); [Monica Pringle](#)  
**Subject:** [External] Re: Serious Contract Concerns  
**Date:** Friday, September 1, 2023 3:08:35 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.**

Hello Chris,

Thank you for your email. Getting students to and from school safely and reliably is our number one priority. We know that the disruptions that occurred this week have been an enormous stress on parents and children, as well as your team, during this first week back to school. For that, I would personally like to apologize to you and to everyone who has been impacted. Please know that Zum is actively working to remedy the outstanding issues and to ensure that all students have access to reliable student transportation services.

Per your question regarding any uncovered routes, Brian called yesterday to ask about route 1040, which he said was reported by the school as a “no show” in the morning on (8/30). Our dispatch team was able to deploy a new driver for the PM route. Please let me know if there are other routes that you would like us to investigate. As always, feel free to email or call me anytime.

I appreciate your candid feedback. We are committed to providing safe, reliable, and on time service for Howard County students, families and schools.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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



On Thu, Aug 31, 2023 at 7:13 AM James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)> wrote:

Sarah-

The continued failures of ZUM in our school start this year are unacceptable. Your dispatch



and people on the ground continue to try to leverage your GPS / technology solution. In short, it isn't working. Drivers are accepting routes and then failing to complete them. They are marking them as complete before even picking up students, then disappearing from the map. Routes remain uncovered with no drivers / equipment assigned. We are reporting to your dispatch that routes aren't covered and nobody at Zum is aware until we call them.

We have vans covering special needs runs showing up to transport students without an aide in the vehicle. This is illegal and has required HCPSS to use our staff to manage your failure in order to get our neediest students to school.

This is an unmitigated disaster. I need you to work with your folks. We immediately need a 1-1-1 assignment of one driver- one bus- one route set. If you had a driver cover the same sequence of trips each day, using the same equipment, and following the same timeline- we would be able to work with you on performance and timing issues. But, as it stands, the failures cannot be defended on this end.

Having complete routes totally uncovered with nobody at Zum aware cannot continue.

I know senior leadership is coming to meet with our Superintendent- I hope to not be a part of that uncomfortable meeting. I just want you to be prepared of my position as the contract manager if the Superintendent inquires with me.

Bottom line is that your solution isn't working and this is day 4 of routes uncovered completely, even in light of our Superintendent cancelling some of your obligations this week. Please discuss with your senior leadership how to establish the 1-1-1 correspondence between drivers / buses / route sets and provide me with a plan for a solution to unassigned and uncovered routes.

James C. Fritz

Coordinator of Contracted Services

Office of Student Transportation

5451 Beaverkill Rd

Columbia MD 21044

(410) 313-6702

**From:** [Sarah Skinner](#)  
**To:** [Matthew Barger](#)  
**Cc:** [Jennifer Rose](#); [Emily Bahhar](#); [Brendan Anderson](#); [Mary Wolf](#); [Alison Cuomo](#); [Allison Whitney](#); [Jahantab Siddiqui](#); [Abhishek Garg](#); [Rohit Jain](#); [Shiva Nagabushanaswamy](#); [Vivek Garg](#)  
**Subject:** Re: [External] Zum App for Parents / Guardians - Pilot Cohort  
**Date:** Friday, September 1, 2023 1:08:58 AM

---

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

Wonderful. Glad to hear it.  
Best,  
Sarah

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



On Thu, Aug 31, 2023 at 10:04 PM Matthew Barger <[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:  
Thank you Sarah! I was able to log into the application and will track [REDACTED] morning ride.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Sep 1, 2023, at 12:52 AM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

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Hello Matthew, Allison, Alison, Emily, Brandon, Mary, and Jennifer,

We are thrilled that you will be participating in the Zum App Pilot. You have now been set up with access to the Zum App for Parents / Guardians. If you have not already done so, please download the Zum App using the link below.

Available on the Apple Store



Android App on Google Play



You can also find an overview and instruction in the Zum App flier and video:

- [Zum App for Parents / Guardians - 1 page flier](#) - (English & Spanish)
- [Zum App for Parent/ Guardian - video \(2 min\)](#)

**Please be sure to login using your district provided contact information (email and cell phone numbers)** included below for reference:

- [Zum App for Parents / Guardians - Pilot Cohort](#)

Please let me know if you have any questions or if you have any trouble logging. Feel free to email, call or text me anytime. My cell: [REDACTED]



Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships



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

[Zūm Services, Inc.](#)



**From:** [Eric Soskil](#)  
**To:** [Rohit Jain](#)  
**Subject:** Re: [External] Re: questions / help  
**Date:** Thursday, August 31, 2023 11:21:49 PM  
**Attachments:** [Screen Shot 2023-08-31 at 7.23.38 PM.png](#)  
[Screen Shot 2023-08-31 at 7.12.19 PM.png](#)  
[image.png](#)  
[Screen Shot 2023-08-31 at 7.11.03 PM.png](#)

---

Thanks for your prompt response.

Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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**From:** Rohit Jain <rohit@ridezum.com>  
**Sent:** Thursday, August 31, 2023 11:17 PM  
**To:** Eric Soskil <Eric\_Soskil@hcpss.org>  
**Cc:** Cecilia Ferdows <cferdows@ridezum.com>; Christine Hayes <chayes@ridezum.com>; Lipi Sanghi <lsanghi@ridezum.com>; Melanie Krablin <Melanie\_Krablin@hcpss.org>; Niket Sanghvi <nsanghvi@ridezum.com>; Shilpan Patel <spatel@ridezum.com>  
**Subject:** Re: [External] Re: questions / help

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

Thanks, Eric.

I have already shared your feedback with the engineering team

Let us know if you have additional questions

Happy to help further.

Thanks again.

Rohit

On Thu, Aug 31, 2023 at 7:55 PM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Thanks for the quick response. I like to think I'm a bit techy and finding that view was not intuitive, but I did figure it out. I hope you understand that when a parent is actually crying that they cannot locate their kindergartener and school staff are trying to locate the bus, going to route group adds another layer or two. Can you please recommend to the programmers the user suggestion that upon initially opening up the portal we need to see the actual bus numbers that families associate with? When I get to the screen below, I think it would be in the best interest of users and expediate our response time for us to be able to see the actual bus number that is associated. We need to see bus 1194 or bus 4030 in the ID or in the date. Then we can easily locate the bus and avoid an extra layer.

Thank you for taking my suggestions into consideration.  
Eric

# Rides

Route ▾

 Search

28 rides found



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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---

**From:** Rohit Jain <[rohit@ridezum.com](mailto:rohit@ridezum.com)>

**Sent:** Thursday, August 31, 2023 10:27 PM

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

**Cc:** Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)>; Niket Sanghvi <[nsanghvi@ridezum.com](mailto:nsanghvi@ridezum.com)>; Lipi Sanghi <[lsanghi@ridezum.com](mailto:lsanghi@ridezum.com)>;  
Melanie Krablin <[Melanie\\_Krablin@hcpss.org](mailto:Melanie_Krablin@hcpss.org)>; Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Shilpan Patel  
<[spatel@ridezum.com](mailto:spatel@ridezum.com)>

**Subject:** [External] Re: questions / help

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Thanks, Christine.

Let me respond on behalf of Lipi

Hi Eric,

Please see the screen-shots below for how to see lookup by bus id.

For Video footage, you will need to discuss with the HCPSS transportation team on how to get access per policy.

HCPSS bus id is equivalent to the "route group" in the Zum school portal.

> Goto rides tab- > choose "route group" from the drop down on top- > enter "1194" on the text box to right-> choose date "8/31"

You will see the rides for 1194 assigned for the campus for 8/31. Clicking on the row opens a drawer showing them current status including live tracking

For a bird's eye view they can use the "map view" (1st tab on top left - navigation bar) to see the bus lives for the campus. On clicking the dot (aka bus), they will see the status of the ride and track it live as above

Hope this helps

Let us know if you have any additional questions

Rohit

The screenshot shows a web application interface for 'Rides'. On the left is a vertical navigation bar with icons for various functions. The main header area includes a 'Route Groups' dropdown, a search bar with '1194' entered, a 'Quick filters' button, a date range selector set to 'Aug 31 - Aug 31', and a status dropdown set to 'Upcoming'. Below the header, it states '26 rides found' and 'Showing 1 - 10 of 26 results'. The main content area is a large black rectangle, likely representing a map or a list of ride details that is not visible in this view.

This screenshot shows the same 'Rides' interface but with the status dropdown set to 'All'. The header now shows 'Route Groups', the search bar with '1194', 'Quick filters', the date range 'Aug 31 - Aug 31', and the status dropdown set to 'All'. It indicates '6 rides found' and 'Showing 1 - 6 of 6 results'. The main content area is again a large black rectangle, representing the filtered list of rides.

Rides

Route Groups

6 rides found

Ride #8243-8924

Thursday August 31, 2023 • Route Group 1194 Completed

Route	Duration	Distance	Stops	Students
LRHS14A	15 min	5.98 mi	8	32
Avail. seats	Equipment?	Booked by		
70	No	Howard County Public Schools District		
Start time	End time	End of ride		
7:35 AM EDT	7:50 AM EDT	--		
4:35 AM PDT	4:50 AM PDT			

Stops

Students

Thomas Type C  
MD233240

On Thu, Aug 31, 2023 at 5:44 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Lipi,

When I sent the email below I saw that Niket is traveling for work this week. I don't want Eric to experience a delayed response. Are you able to help? Many thanks!!

On Thu, Aug 31, 2023 at 8:41 PM Christine Hayes <[chayes@ridezum.com](mailto:chayes@ridezum.com)> wrote:

Hi Niket,

Eric is the Leadership Intern at Bellows Spring Elementary School in Howard County and has been absolutely lovely to work with. Are you able to help him out with his questions below?

Thanks so much and have a good evening!

Christine

On Thu, Aug 31, 2023 at 7:13 PM Eric Soskil <[Eric\\_Soskil@hcpss.org](mailto:Eric_Soskil@hcpss.org)> wrote:

Christine,

I am hoping you can help me with understanding the Zum system better. I'm including two screen shots. People keep asking me where a certain bus is within its route. When I go to the zum system I cannot see the bus numbers that we have associated. For example, under routes I need to see bus 1194. Seeing BSES 01A means nothing to me. And to be honest, many administrators are new to their schools so even when I click on the route and see an address that does not help me identify the bus number. Is there an easy way to track the specific bus number that we are using?

Also,

What is the process used to get video footage from a Zum bus? We need that access to get footage related to student behavior.

Thanks,  
Eric Soskil



Appreciatively,  
Eric Soskil  
Leadership Intern  
Bellows Spring Elementary

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**From:** [Monica Pringle](#)  
**To:** [shernandez@zumsf.com](mailto:shernandez@zumsf.com)  
**Subject:** Fw: ARL Updated Bus Numbers  
**Date:** Thursday, August 31, 2023 10:41:04 PM  
**Attachments:** [Outlook-dpyth1xc.png](#)

---

Hello,

This update was sent to us about the ARL. Please be sure that this is shared with all ARL drivers.

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*

**Mission: "Provide safe, reliable, and efficient transportation to eligible students."**

---

**From:** Kathy Benton <Kathy\_Benton@hcpss.org>  
**Sent:** Thursday, August 31, 2023 10:49 AM  
**To:** Horace Baker <Horace\_Baker@hcpss.org>; bowensbusser@aol.com <bowensbusser@aol.com>; j.mullinix@bowensbusservice.com <j.mullinix@bowensbusservice.com>; Tip Top 2 <dylanpool15@gmail.com>; Tip Top <tiptopaimee@gmail.com>; Paul Baxley <pkbaxley@woodlawnmc.com>; Woodlawn Motor Coach <bbayer@woodlawnmc.com>; HOB Enterprises <h\_brathwaite@yahoo.com>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Sheila Fike <Sheila\_Fike@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Adam Downes <Adam\_Downes@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Transwhite Inc. <transwhite@comcast.net>; kmoody@ridezum.com <kmoody@ridezum.com>; liz@ridezum.com <liz@ridezum.com>; Varinsa Washington <Varinsa\_Washington@hcpss.org>; Francesca A. Graham <Francesca\_Graham@hcpss.org>  
**Cc:** Karl J. Schindler <Karl\_Schindler@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>; Jamie Walker <Jamie\_Walker@hcpss.org>

**Subject:** Re: ARL Updated Bus Numbers

Hi Alex.

Thank you for the updated bus schedule. We have two problems with the old one and the new.

The bus number are not what are on the buses, except for the local ones. Also, the times at the top of the sheet are off by quite a bit for pick up and drop off.

Our schedule requires the students to be here in their seats at 8:20 AM and dismissed at 9:30 AM. This schedule reads a 9:50 pick up.

The B Day drop off should be 11:40

The A Day drop off should be 1:15

The pickup time listed is our actual last bell time when the kids are leaving the building.

We have to ask every bus that comes in who they are driving for. Some haven't a clueso we have to look at their paperwork.

Please let us know if we can help in anyway.

Kathy

*Kathy Benton  
Applications and Research Lab  
10920 Clarksville Pike  
Ellicott City, MD. 21042  
410-313-6991  
Kathy\_Benton@hcpss.org*

*"The people who make a difference in your life are not the ones with the most credentials, the most money or the most awards. They are the ones that care." ~Charles Schultz*

**If you have an immediate need for 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:** Horace Baker <Horace\_Baker@hcpss.org>

**Sent:** Thursday, August 31, 2023 10:24 AM

**To:** bowensbuser@aol.com <bowensbuser@aol.com>; j.mullinix@bowensbusservice.com

<j.mullinix@bowensbusservice.com>; Tip Top 2 <dylanpool15@gmail.com>; Tip Top

<tiptopaimee@gmail.com>; Paul Baxley <pkbaxley@woodlawnmc.com>; Woodlawn Motor Coach

<bbayer@woodlawnmc.com>; HOB Enterprises <h\_brathwaite@yahoo.com>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Sheila Fike <Sheila\_Fike@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Adam Downes <Adam\_Downes@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Transwhite Inc. <transwhite@comcast.net>; kmoody@ridezum.com <kmoody@ridezum.com>; liz@ridezum.com <liz@ridezum.com>; Varinsa Washington <Varinsa\_Washington@hcpss.org>; Francesca A. Graham <Francesca\_Graham@hcpss.org>  
**Cc:** Karl J. Schindler <Karl\_Schindler@hcpss.org>; Kathy Benton <Kathy\_Benton@hcpss.org>; Adam Downes <Adam\_Downes@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; Sheila Fike <Sheila\_Fike@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Varinsa Washington <Varinsa\_Washington@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>

**Subject:** ARL Updated Bus Numbers

Please see attached

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

**From:** [Jason Mullinix](#)  
**To:** [Brian Nevin](#)  
**Cc:** [Sheila Fike](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [bowensbusser@aol.com](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy Roche](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#); [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#); [Varinsa Washington](#)  
**Subject:** [External] Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Thursday, August 31, 2023 8:44:40 PM

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Received

On Aug 31, 2023, at 8:38 PM, Brian Nevin <brian\_nevin@hcpss.org> wrote:

Good evening everyone,

We are implementing this new procedure as a way to increase the communication to our impacted families. For the delays it applies to more than a 15 minute delay for the first stop on each school trip you have.

Please ensure that you reply to this email so that we can be certain everyone has received the new process.

If you have any questions please reach out to Chris in the morning.

Thanks

Brian

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

---

**From:** Sheila Fike <Sheila\_Fike@hcpss.org>  
**Sent:** Thursday, August 31, 2023 3:42 PM  
**To:** Adkins Enterprises <AdkinsPTO@gmail.com>; Anthony Viennas <anthonyviennas@gmail.com>; B L Corn, Inc. <blcorn53@gmail.com>; Baruch <weecee@gmail.com>; Baruch Transportation <Baruch.Transportation.Inc@gmail.com>; Bayer <tbayer@woodlawnmc.com>; Bayer Bus Service <kbayer@woodlawnmc.com>; Blue Horizons 2 (jareddef@gmail.com) <jareddef@gmail.com>; Bowens Bus Service <bowensbusser@aol.com>; BWA Transportation <hazeymeadow1313@comcast.net>; Christopher Nine <cnine.mbg@gmail.com>; CTTA Enterprises <brendabctta@aol.com>; Daniel Gunther <dgunther.mbg@gmail.com>; Debbie Amoss BWA <BWABUS@gmail.com>; Dents Bus

Service (irene11114@cs.com) <irene11114@cs.com>; Dorestes Bus Service  
<emiliodoreste@yahoo.com>; Glen Whitehead <glenandbetty4466@aol.com>;  
Heather from Mina <skinemarie@gmail.com>; HOB Enterprises  
<h\_brathwaite@yahoo.com>; Jason Mullinix <j.mullinix@bowensbusservice.com>; Jeff  
Pool Tip Top <jwpool15@gmail.com>; Joe Gunther (Jgunther.mbg@gmail.com)  
<Jgunther.mbg@gmail.com>; KAM Enterprises (kambus@hughes.net)  
<kambus@hughes.net>; Kim Brathwaite (HOB Enterprises) <Mjcj94@hotmail.com>;  
MBG Enterprises <mbge5@aol.com>; Mellors Bus Service  
<mellorsbus09@verizon.net>; Mina Trans <m\_laaboudi@yahoo.com>; Mindy from  
Bowens <M.Roche@bowensbusservice.com>; Mitchell Gunther Jr  
(Mguntherjr.mbg@gmail.com) <Mguntherjr.mbg@gmail.com>; Salena Otten  
(Sotten.mbg@gmail.com) <Sotten.mbg@gmail.com>; sharon hammond  
<sharonsbus481@gmail.com>; Sharon Ward Inc. <swbus28@yahoo.com>; Tip Top 2  
<dylanpool15@gmail.com>; Tip Top Aimee <tiptopaimee@gmail.com>; Transwhite Inc.  
<transwhite@comcast.net>; Viennas Transportation <viennas@comcast.net>; W  
Daniels Transportation <wdanielstrans@gmail.com>; Woodlawn Motor Coach  
<bbayer@woodlawnmc.com>; Y & L Transportation  
<yandltransportation@gmail.com>; Zum Services Inc. <kmoody@zumsf.com>  
**Cc:** Adam Downes <Adam\_Downes@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>;  
Brandie Karfonta <Brandie\_Karfonta@hcpss.org>; Brian Nevin  
<Brian\_Nevin@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Heather  
Driskill <Heather\_Driskill@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>;  
Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; James C. Fritz  
<James\_Fritz@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>; Melissa A.  
Marchetti <Melissa\_Marchetti@hcpss.org>; Monica Pringle  
<Monica\_Pringle@hcpss.org>; Nina Slagle <Nina\_Slagle@hcpss.org>; Paul Bertulis  
<Paul\_Bertulis@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Vanessa Dixon  
<Vanessa\_Dixon@hcpss.org>; Varinsa Washington <Varinsa\_Washington@hcpss.org>  
**Subject:** URGENT: New procedures for reporting bus delays and substitutions  
**Importance:** High

Good afternoon,  
Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus  
delays and bus substitutions to include AM, Mid-day and PM trips should be reported  
by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS  
Communications staff will answer the calls. There will be a voicemail message if a staff  
member isn't available to speak with. Please provide the information on the voicemail.  
This should include the bus number and the school or schools that are impacted by the  
delay or substitution and for bus delays, the amount of time estimated for the delay.  
If you have any questions, please let us know.  
Thank you,  
Sheila

*Sheila Fike*  
Executive Assistant I

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

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

**From:** [Varinsa Washington](#)  
**To:** [Brian Nevin](#); [Sheila Fike](#); [Anthony Viennas](#); [B L Corn, Inc.](#); [Baruch](#); [Baruch Transportation](#); [Bayer](#); [Bayer Bus Service](#); [Bowens Bus Service](#); [BWA Transportation](#); [Christopher Nine](#); [CTTA Enterprises](#); [Daniel Gunther](#); [Debbie Amoss BWA](#); [Dents Bus Service \(irene11114@cs.com\)](#); [Glen Whitehead](#); [Heather from Mina](#); [HOB Enterprises](#); [Jason Mullinix](#); [Jeff Pool Tip Top](#); [Joe Gunther \(Jgunther.mbg@gmail.com\)](#); [KAM Enterprises \(kambus@hughes.net\)](#); [Kim Brathwaite \(HOB Enterprises\)](#); [MBG Enterprises](#); [Mellors Bus Service](#); [Mina Trans](#); [Mindy from Bowens](#); [Mitchell Gunther Jr \(Mguntherjr.mbg@gmail.com\)](#); [Salena Otten \(Sotten.mbg@gmail.com\)](#); [sharon hammond](#); [Sharon Ward Inc.](#); [Tip Top 2](#); [Tip Top Aimee](#); [Transwhite Inc.](#); [Viennas Transportation](#); [Woodlawn Motor Coach](#); [Y & L Transportation](#); [Zum Services Inc.](#)  
**Cc:** [Adam Downes](#); [Bill Stolis](#); [Brandie Karfonta](#); [Douglas Kampe](#); [Heather Driskill](#); [Horace Baker](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Kraig Nussbaum](#); [Melissa A. Marchetti](#); [Monica Pringle](#); [Nina Slagle](#); [Paul Bertulis](#); [Sandra Kelly](#); [Vanessa Dixon](#)  
**Subject:** Re: URGENT: New procedures for reporting bus delays and substitutions  
**Date:** Thursday, August 31, 2023 8:42:55 PM

---

Received

Varinsa L. Washington  
Area Field Specialist  
Office of Student Transportation  
5451 Beaverkill Rd.  
Columbia MD 21044

---

From: Brian Nevin <Brian\_Nevin@hcpss.org>  
Sent: Thursday, August 31, 2023 8:38 PM  
To: Sheila Fike; Anthony Viennas; B L Corn, Inc.; Baruch; Baruch Transportation; Bayer; Bayer Bus Service; Bowens Bus Service; BWA Transportation; Christopher Nine; CTTA Enterprises; Daniel Gunther; Debbie Amoss BWA; Dents Bus Service (irene11114@cs.com); Glen Whitehead; Heather from Mina; HOB Enterprises; Jason Mullinix; Jeff Pool Tip Top; Joe Gunther (Jgunther.mbg@gmail.com); KAM Enterprises (kambus@hughes.net); Kim Brathwaite (HOB Enterprises); MBG Enterprises; Mellors Bus Service; Mina Trans; Mindy from Bowens; Mitchell Gunther Jr (Mguntherjr.mbg@gmail.com); Salena Otten (Sotten.mbg@gmail.com); sharon hammond; Sharon Ward Inc.; Tip Top 2; Tip Top Aimee; Transwhite Inc.; Viennas Transportation; Woodlawn Motor Coach; Y & L Transportation; Zum Services Inc.  
Cc: Adam Downes; Bill Stolis; Brandie Karfonta; Douglas Kampe; Heather Driskill; Horace Baker; Jacquelyn Malette; James C. Fritz; Kraig Nussbaum; Melissa A. Marchetti; Monica Pringle; Nina Slagle; Paul Bertulis; Sandra Kelly; Vanessa Dixon; Varinsa Washington  
Subject: RE: URGENT: New procedures for reporting bus delays and substitutions

Good evening everyone,  
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Please ensure that you reply to this email so that we can be certain everyone has received the new process.  
If you have any questions please reach out to Chris in the morning.  
Thanks  
Brian

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

From: Sheila Fike <Sheila\_Fike@hcpss.org>  
Sent: Thursday, August 31, 2023 3:42 PM  
To: Adkins Enterprises <AdkinsPTO@gmail.com>; Anthony Viennas <anthonyviennas@gmail.com>; B L Corn, Inc. <blcorn53@gmail.com>; Baruch <weeceeze@gmail.com>; Baruch Transportation <Baruch.Transportation.Inc@gmail.com>; Bayer <tbayer@woodlawnmc.com>; Bayer Bus Service <kbayer@woodlawnmc.com>; Blue Horizons 2 (jareddef@gmail.com) <jareddef@gmail.com>; Bowens Bus

Service <bowensbusser@aol.com>; BWA Transportation <hazeymeadow1313@comcast.net>; Christopher Nine <cnine\_mbg@gmail.com>; CTTA Enterprises <brendabctta@aol.com>; Daniel Gunther <dgunther.mbg@gmail.com>; Debbie Amoss BWA <BWABUS@gmail.com>; Dents Bus Service (irene11114@cs.com) <irene11114@cs.com>; Dorestes Bus Service <emiliodoreste@yahoo.com>; Glen Whitehead <glenandbetty4466@aol.com>; Heather from Mina <skinemarie@gmail.com>; HOB Enterprises <h\_brathwaite@yahoo.com>; Jason Mullinix <j\_mullinix@bowensbuservice.com>; Jeff Pool Tip Top <jwpool115@gmail.com>; Joe Gunther (Jgunther\_mbg@gmail.com) <Jgunther\_mbg@gmail.com>; KAM Enterprises (kambus@hughes.net) <kambus@hughes.net>; Kim Brathwaite (HOB Enterprises) <Mjcj94@hotmail.com>; MBG Enterprises <mbge5@aol.com>; Mellors Bus Service <mellorsbus09@verizon.net>; Mina Trans <m\_laaboudi@yahoo.com>; Mindy from Bowens <M.Roche@bowensbuservice.com>; Mitchell Gunther Jr (Mguntherjr\_mbg@gmail.com) <Mguntherjr.mbg@gmail.com>; Salena Otten (Sotten\_mbg@gmail.com) <Sotten.mbg@gmail.com>; sharon hammond <sharonsbus481@gmail.com>; Sharon Ward Inc. <swbus28@yahoo.com>; Tip Top 2 <dylanpool115@gmail.com>; Tip Top Aimee <tiptopaimée@gmail.com>; Transwhite Inc. <transwhite@comcast.net>; Viennas Transportation <viennas@comcast.net>; W Daniels Transportation <wdanielstrans@gmail.com>; Woodlawn Motor Coach <bbayer@woodlawnmc.com>; Y & L Transportation <yandltransportation@gmail.com>; Zum Services Inc. <kmoody@zumsf.com>  
Cc: Adam Downes <Adam\_Downes@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Brandie Karfonta <Brandie\_Karfonta@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Heather Driskill <Heather\_Driskill@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Nina Slagle <Nina\_Slagle@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Vanessa Dixon <Vanessa\_Dixon@hcpss.org>; Varinsa Washington <Varinsa\_Washington@hcpss.org>  
Subject: URGENT: New procedures for reporting bus delays and substitutions  
Importance: High

Good afternoon,

Beginning tomorrow, September 1, 2023 and at least until September 14, 2023, all bus delays and bus substitutions to include AM, Mid-day and PM trips should be reported by phone to this phone number, 410-313-2580 from 7:00 AM to 6:00 PM. HCPSS Communications staff will answer the calls. There will be a voicemail message if a staff member isn't available to speak with. Please provide the information on the voicemail. This should include the bus number and the school or schools that are impacted by the delay or substitution and for bus delays, the amount of time estimated for the delay.

If you have any questions, please let us know.

Thank you,  
Sheila

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

“You’re braver than you believe, stronger than you seem, and smarter than you think.” A. A. Milne



**From:** [Abhishek Garg \(via Google Slides\)](#)  
**To:** [David W. Ramsay](#)  
**Cc:** [rchoudhary@ridezum.com](mailto:rchoudhary@ridezum.com)  
**Subject:** Presentation shared with you: "HCPSS Bell time Analysis"  
**Date:** Thursday, August 31, 2023 8:19:10 PM

---

## Abhishek Garg shared a presentation



Abhishek Garg ([abhishek@ridezum.com](mailto:abhishek@ridezum.com)) has invited you to **edit** the following presentation:



HCPSS Bell time Analysis



Abhishek Garg is outside your organization.

Open

If you don't want to receive files from this person, [block the sender](#) from Drive

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

You have received this email because [abhishek@ridezum.com](mailto:abhishek@ridezum.com) shared a presentation with you from Google Slides.



**From:** [Matthew Barger](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [Jahantab Siddiqui](#); [Allison Whitney](#); [Alison Cuomo](#); [Jenny Mayfield](#); [Vivek Garg](#); [Abhishek Garg](#); [Rohit Jain](#)  
**Subject:** Re: [External] URGENT: Zum App Launch  
**Date:** Thursday, August 31, 2023 8:12:10 PM


---

Hi Sarah. Just checking on the status of the pilot accounts.

Thank you,  
Matt Barger

On Aug 31, 2023, at 3:27 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Matthew,  
Thank you for your note. I will send a Zoom link for you, me and Shiva to connect via Zoom this afternoon at 4:00 pm ET. Does that work for you?  
Best,  
Sarah

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



On Thu, Aug 31, 2023 at 12:11 PM Matthew Barger

<[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:

I see the missed calls now. Sorry about that. It never rang on my end so I must be having some cell reception issues.

Are you able to set up a quick Zoom? It can be just you, me, and Shiva if that is best.

Thank you,

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 3:03 PM, Sarah Skinner  
<[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Matthew,

Yes, absolutely. That makes sense.  
I just tried calling you. Do you have a few minutes to hop on a call?  
Feel free to call my cell [REDACTED] or we can connect quickly  
via Zoom.  
I've cc'ed Shiva, our VP of Engineering and Data Science, who can  
walk you through the data as well.  
I look forward to speaking with you.

Best,  
Sarah

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



On Thu, Aug 31, 2023 at 11:29 AM Matthew Barger  
<[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:

Due to expediting this as quickly as possible, I'd like to be the  
person reviewing the data that is being sent to you. We can  
certainly look at looping in other teams for automation in the  
future but, right now, I need to verify which contacts are coming  
over for each student first.

It's possible that there is no issue and the data looks good.  
However, if we're missing something that could cause an issue  
for parents using the app, I need to loop in leadership to make  
sure we're giving you what's needed.

Can you let me know how to access it this afternoon?

My cell phone is [REDACTED].

Thank you!

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 1:23 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.**

Hello,

Thank you for meeting with us today. We are thrilled that your team is interested in piloting the Zum App for Parents / Guardians.

Please provide the following information for any parents / guardians that will participate in the initial pilot. Once received, we will enable access to the Zum App for only these Parents / Guardians.

- [\*\*Zum App for Parents / Guardians - Pilot\*\*](#)

I've also included sample communications resources for your review.

- [\*\*Zum App for Parents & Guardians - Sample Communication and Resources\*\*](#)

Finally, we would love to connect with someone for your IT team to discuss the automation of data transfer and review the current student / parent contact information we have on file.

Please let me know if you have any questions or if there is additional information we can provide. Feel free to email or call me anytime. I would be happy to work with you on the FAQ as well.

My cell: [REDACTED]

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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



On Thu, Aug 31, 2023 at 7:34 AM Jahantab Siddiqui  
<[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Team:

I'd like to consider launching the app for Howard County families beginning next week. Is it possible for HCPSS and Zum team in To: field to get on a zoom within the next hour or so to discuss the testing and vetting we want to do and the communications plan for how we roll this out?

I just met with Alison, Matt and Alli on our team who will be spearheading this effort and will be engaging some other staff-parents who will help us test and determine what we need to do to make sure this is a seamless roll out.

The purpose of this is to allow families to see real-time information for their buses in an effort to improve communication and for them to plan ahead while we continue to work on the mitigation needed to make buses show up on time and get the unfilled routes on the road.

I would like to tease this out today in the Superintendent's comments during the 4pm Board meeting so time is of the essence.

Sarah/Jenny/Brian – please loop in whoever else from your team needs to be involved. We know you have developed a lot of helpful resources already for the app and we'd like to be able to use those in the launch announcement – which I'd like to make tomorrow afternoon or over the weekend when we issue the next community update on transportation.

Thank you,

Jahantab

Jahantab Siddiqui

Chief Administrative Officer

Howard County Public School System

Office: 410-313-6680




**From:** [Abhishek Garg](#)  
**To:** [David W. Ramsay](#)  
**Subject:** [External] Zoom link  
**Date:** Thursday, August 31, 2023 7:55:37 PM

---

You don't often get email from abhishek@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.**

A large black rectangular redaction box covering the main body of the email content.

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Brian Nevin](#); [Douglas Kampe](#); [James C. Fritz](#)  
**Subject:** ZUM Reg & SpEd run sheets  
**Date:** Thursday, August 31, 2023 6:09:08 PM  
**Attachments:** [Driver Directions.pdf](#)

---



From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Thursday, August 31, 2023 4:39:15 PM

You don't often get email from 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.**



The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)




[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Abhishek Garg](#)  
**To:** [David W. Ramsay](#)  
**Subject:** [External] Zoom link  
**Date:** Thursday, August 31, 2023 3:55:52 PM

---

You don't often get email from abhishek@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.**

A solid black rectangular box used to redact sensitive information from the email body.

**From:** [Douglas Kampe](#)  
**To:** [Stephen Dolney](#); [Brian Nevin](#); [Shiva Nagabushanaswamy](#); [Adam Downes](#); [Westerman, Bill](#)  
**Cc:** [Abhishek Garg](#)  
**Subject:** Re: [External] Tyler API Access.  
**Date:** Thursday, August 31, 2023 3:35:50 PM

---

Would you like a typed answer or could I call and explain?

Doug Kampe

---

**From:** Stephen Dolney <Stephen\_Dolney@hcpss.org>  
**Sent:** Thursday, August 31, 2023 2:11:41 PM  
**To:** Brian Nevin <Brian\_Nevin@hcpss.org>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Adam Downes <Adam\_Downes@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Westerman, Bill <bill.westerman@tylertech.com>  
**Cc:** Abhishek Garg <abhishek@ridezum.com>  
**Subject:** Re: [External] Tyler API Access.

Good Afternoon,

Can someone briefly explain what information is being requested by Zum from Tyler and why it's needed? I thought that we already provided data to Zum.

Regards,

Steve

---

**From:** Brian Nevin <Brian\_Nevin@hcpss.org>  
**Sent:** Thursday, August 31, 2023 2:05 PM  
**To:** Shiva Nagabushanaswamy <shiva@ridezum.com>; Adam Downes <Adam\_Downes@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Westerman, Bill <bill.westerman@tylertech.com>  
**Cc:** Abhishek Garg <abhishek@ridezum.com>; Stephen Dolney <Stephen\_Dolney@hcpss.org>  
**Subject:** RE: [External] Tyler API Access.

Good afternoon,

I am adding Mr. Dolney to the email for his verification and support from a data integrity process.

Thanks

Brian

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

---

**From:** Shiva Nagabushanaswamy <shiva@ridezum.com>

**Sent:** Thursday, August 31, 2023 2:02 PM

**To:** Adam Downes <Adam\_Downes@hcpss.org>; Douglas Kampe <Douglas\_Kampe@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Westerman, Bill <bill.westerman@tylertech.com>

**Cc:** Abhishek Garg <abhishek@ridezum.com>

**Subject:** [External] Tyler API Access.

**! 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 Doug/Adam/Brian,

We are exploring Tyler APIs to access Howard route data. To access Howard Zum routes through API, you must provide some details and authorization to Bill to set it up. I am adding Bill from Tyler to this email. He can work with you to get the necessary details to set up the access for us to explore whether the API provides all the necessary data we need.

[@Westerman, Bill](#) - Let us know what you need from Howard's team.

Regards,

Shiva

**From:** [Matthew Barger](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Shiva Nagabushanaswamy](#); [Jahantab Siddiqui](#); [Allison Whitney](#); [Alison Cuomo](#); [Jenny Mayfield](#); [Vivek Garg](#); [Abhishek Garg](#); [Rohit Jain](#)  
**Subject:** Re: [External] URGENT: Zum App Launch  
**Date:** Thursday, August 31, 2023 3:33:19 PM

---

Terrific. Yes, I'll join you then. Thank you.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 3:27 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Matthew,  
Thank you for your note. I will send a Zoom link for you, me and Shiva to connect via Zoom this afternoon at 4:00 pm ET. Does that work for you?  
Best,  
Sarah

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



On Thu, Aug 31, 2023 at 12:11 PM Matthew Barger

<[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:

I see the missed calls now. Sorry about that. It never rang on my end so I must be having some cell reception issues.

Are you able to set up a quick Zoom? It can be just you, me, and Shiva if that is best.

Thank you,

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 3:03 PM, Sarah Skinner  
<[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

Hi Matthew,

Yes, absolutely. That makes sense.  
I just tried calling you. Do you have a few minutes to hop on a call?  
Feel free to call my cell [REDACTED] or we can connect quickly  
via Zoom.  
I've cc'ed Shiva, our VP of Engineering and Data Science, who can  
walk you through the data as well.  
I 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 Thu, Aug 31, 2023 at 11:29 AM Matthew Barger  
<[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:

Due to expediting this as quickly as possible, I'd like to be the  
person reviewing the data that is being sent to you. We can  
certainly look at looping in other teams for automation in the  
future but, right now, I need to verify which contacts are coming  
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It's possible that there is no issue and the data looks good.  
However, if we're missing something that could cause an issue  
for parents using the app, I need to loop in leadership to make  
sure we're giving you what's needed.

Can you let me know how to access it this afternoon?

My cell phone is [REDACTED].

Thank you!

Matt Barger  
Senior Web Developer

Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 1:23 PM, Sarah Skinner  
<[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

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Hello,

Thank you for meeting with us today. We are thrilled that your team is interested in piloting the Zum App for Parents / Guardians.

Please provide the following information for any parents / guardians that will participate in the initial pilot. Once received, we will enable access to the Zum App for only these Parents / Guardians.

- [\*\*Zum App for Parents / Guardians - Pilot\*\*](#)

I've also included sample communications resources for your review.

- [\*\*Zum App for Parents & Guardians - Sample Communication and Resources\*\*](#)

Finally, we would love to connect with someone for your IT team to discuss the automation of data transfer and review the current student / parent contact information we have on file.

Please let me know if you have any questions or if there is additional information we can provide. Feel free to email or call me anytime. I would be happy to work with you on the FAQ as

well.

My cell: [REDACTED]

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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



On Thu, Aug 31, 2023 at 7:34 AM Jahantab Siddiqui  
<[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Team:

I'd like to consider launching the app for Howard County families beginning next week. Is it possible for HCPSS and Zum team in To: field to get on a zoom within the next hour or so to discuss the testing and vetting we want to do and the communications plan for how we roll this out?

I just met with Alison, Matt and Alli on our team who will be spearheading this effort and will be engaging some other staff-parents who will help us test and determine what we need to do to make sure this is a seamless roll out.

The purpose of this is to allow families to see real-time information for their buses in an effort to improve communication and for them to plan ahead while we continue to work on the mitigation needed to make buses show up on time and get the unfilled routes on the road.

I would like to tease this out today in the



Superintendent's comments during the 4pm Board meeting so time is of the essence.

Sarah/Jenny/Brian – please loop in whoever else from your team needs to be involved. We know you have developed a lot of helpful resources already for the app and we'd like to be able to use those in the launch announcement – which I'd like to make tomorrow afternoon or over the weekend when we issue the next community update on transportation.

Thank you,

Jahantab

Jahantab Siddiqui

Chief Administrative Officer

Howard County Public School System

Office: 410-313-6680



**From:** [Eugene Rose](#)  
**To:** [support@ridezum.com](mailto:support@ridezum.com)  
**Cc:** [Francesca A. Graham](#)  
**Subject:** Bus Booking for Oakland Mills MS  
**Date:** Thursday, August 31, 2023 3:28:53 PM

---

Contact First Name - Eugene  
o Contact Last Name - Rose  
o School or Organization Name - HCPSS - Oakland Mills MS  
o Contact Email (repeat it back to make sure has been gathered correctly) - eugene\_rose@hcpss.org  
o Contact Phone Number - [REDACTED]  
o Event Type - Field Trip  
o Number of Total Passengers - 135 students and 15 adults  
o Date of Trip Monday, November 13, 2013  
o Pick Up Address - 9450 Kilimanjaro Road  
o City - Columbia  
o State - MD  
o Zip - 21045  
o Pick Up Time - 8:30 am  
o Is it a Roundtrip - yes  
o Destination Address - Terrapin Adventures, Fair Street and Washington St  
o City - Savage  
o State - MD  
o Zip - 20763  
o Does the trip involve multiple stops? no  
o Return Pick Up Time - 1:30 pm  
o Return Pick Up Address - Terrapin Adventures, Fair Street and Washington St  
o Return Pick Up City - Savage  
o Return Pick Up State - MD  
o Return Pick Up Zip - MD  
o Other Notes (If multiple stops, leave them here)

**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Adam Downes](#)  
**Cc:** [Heather Driskill](#); [Melissa A. Marchetti](#)  
**Subject:** Re: [External] GenEd and Sped route sheets.  
**Date:** Thursday, August 31, 2023 3:16:42 PM

---

Great, thanks!

On Thu, Aug 31, 2023 at 12:15 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:  
Coming soon

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:** Thursday, August 31, 2023 3:14:52 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Heather Driskill <[Heather\\_Driskill@hcpss.org](mailto:Heather_Driskill@hcpss.org)>;  
Melissa A. Marchetti <[Melissa\\_Marchetti@hcpss.org](mailto:Melissa_Marchetti@hcpss.org)>  
**Subject:** [External] GenEd and Sped route sheets.

**! 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 Adam/Heather/Melissa,

Can one of you send me all Zum assigned GenEd and Sped route sheets (possibly in one or two files) for us to continue to compare our data with the route sheets you have?

Regards,  
Shiva

**From:** [Thomas Durrett](#)  
**To:** [Saul Green](#)  
**Cc:** [Choya A. Riley](#); [Patricia Crowe](#)  
**Subject:** Re: [External] Re: Wilde Lake HS Band Program Bus Requests for Field Trips:10/18/23 and 11/4/23  
**Date:** Thursday, August 31, 2023 2:48:43 PM

---

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

No problem. Will get this sent over to you shortly.

On Thu, Aug 31, 2023 at 2:35 PM Saul Green <[Saul\\_Green@hcpss.org](mailto:Saul_Green@hcpss.org)> wrote:

Thank you! Can you please provide me with a contract or invoice so I can submit a field trip request? Could you also please provide me cost for financial planning purposes.

Thanks,  
Saul

Get [Outlook for iOS](#)

---

**From:** HCPSS Trips <[Hcpss\\_trips@ridezum.com](mailto:Hcpss_trips@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 2:22:04 PM  
**To:** Saul Green <[Saul\\_Green@hcpss.org](mailto:Saul_Green@hcpss.org)>  
**Cc:** Choya A. Riley <[Choya\\_Riley@hcpss.org](mailto:Choya_Riley@hcpss.org)>; Patricia Crowe <[Patricia\\_Crowe@hcpss.org](mailto:Patricia_Crowe@hcpss.org)>  
**Subject:** [External] Re: Wilde Lake HS Band Program Bus Requests for Field Trips:10/18/23 and 11/4/23

**! 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 Saul,

These are confirmed. I will get these set up accordingly for you.

On Thu, Aug 31, 2023 at 8:53 AM Saul Green <[Saul\\_Green@hcpss.org](mailto:Saul_Green@hcpss.org)> wrote:

Good Morning,

I hope all is well!

My name is Saul Green, and I am the Band Director at Wilde Lake HS.

I contacted Zum via a phone call on Tuesday, August 22<sup>nd</sup> to set up two field trips. I described all of the information needed for these trips and was told that I would received a phone call response within 48 business hours. I have not received a phone call back.

Here is the information needed for both of my trips:

Trip #1: Howard County Marching Band Showcase

Date: **Wednesday, October 18th, 2023**

Pick Up Location: Wilde Lake High School

Load Bus: 5:00 PM

Destination: Hammond HS

Depart Hammond HS: 8:45 PM

# of Passengers: 80

Storage under the busses is needed as we are transporting instruments

Trip #2: Marching Band Competition

Date: **Saturday, November 4th, 2023**

Pick Up Location: Wilde Lake High School

Load Bus: 9:00 AM

Destination: Towson University Football Stadium

Depart Towson: 9:00 PM

# of Passengers: 80

Storage under the busses is needed as we are transporting instruments

Please let me know if you need any additional information.

Thanks,

Saul

Saul W. Green

Director of Bands

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

Wilde Lake High School  
5460 Trumpeter Rd  
Columbia, MD 21044  
: (410) 772-1218 (Band Office)  
[Saul\\_Green@hcpss.org](mailto:Saul_Green@hcpss.org)

Pronouns I use: *He, Him, His*

**“For me, success is not about the wins and losses. It’s about helping these young people be the best versions of themselves on and off the field.”-Ted Lasso**

**From:** [Kevin M. McCoy](#)  
**To:** [Thomas Durrett](#)  
**Subject:** Centennial HS Cross Country Charter Trips  
**Date:** Thursday, August 31, 2023 2:45:04 PM

---

Thank you for talking and providing your email. Here is the information on the two trips:

September 23<sup>rd</sup> to Six Flags Wild Safari in Jackson New Jersey.  
6 am pick up at Centennial High School, 8 pm return to the high school.

October 6<sup>th</sup> through the 7<sup>th</sup> to Wake Med Soccer Park in Cary North Carolina.  
9 am pick up at Centennial High School. There would be a few stops that night at the hotel and where we would be eating dinner. The morning of the 7<sup>th</sup> from the hotel to the park and then when the meet is over head back to school for a 7 pm return on the 7<sup>th</sup>.

Thank you  
Kevin McCoy

Sent from [Mail](#) for Windows

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Thursday, August 31, 2023 2:44:16 PM

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

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The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986



**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Sherry Brengle](#)  
**Subject:** [External] RE: Charter Trip quote [ ref:\_00D6AtpfT.\_500QgommD:ref ]  
**Date:** Thursday, August 31, 2023 2:31:09 PM

---

You don't often get email from 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.**

Hi from ZUM Sherry,

if you prefer you can also fill out the form about charter quote online following this link:

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

Best regards,

Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 6:00 AM - 6:00 PM PST



ref:\_00D6AtpfT.\_500QgommD:ref

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Sherry Brengle](#)  
**Subject:** [External] Charter Trip quote [ ref:\_00D6AtpfT.\_500QgommD:ref ]  
**Date:** Thursday, August 31, 2023 2:25:59 PM

---

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**! 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 from ZUM!


This is the information we need so we can help your with your quote request:

- 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 6:00 AM - 6:00 PM PST 

ref:\_00D6AtpfT.\_500QgommD:ref

**From:** [Thomas Durrett](#)  
**To:** [Michael Senisi](#)  
**Subject:** Re: [External] Weekend Trips  
**Date:** Thursday, August 31, 2023 2:24:12 PM

---

Got it. Thanks for confirming!

On Thu, Aug 31, 2023 at 2:23 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
Not needed

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 1:48 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** [External] Weekend 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.**

Hi Michael,

Can you confirm if the cross country trip on Saturday for 6:15AM is still needed? I see it on the sheet you originally sent us for the year but not the one that I sent out. Please confirm, thanks!

**From:** [Sarah Skinner](#)  
**To:** [Matthew Barger](#)  
**Cc:** [Allison Whitney](#); [Alison Cuomo](#); [Abhishek Garg](#)  
**Subject:** Re: [External] URGENT: Zum App Testing  
**Date:** Thursday, August 31, 2023 2:17:15 PM

---

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

Thank you.



Sarah Skinner  
Vice President of Strategic Partnerships

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



On Thu, Aug 31, 2023 at 11:12 AM Matthew Barger <[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)> wrote:  
Hi Sarah. Since we were missing two fields, I've copied our data into your spreadsheet so that you can see school names and have emails as well.

A few quick notes:

-   
 believe Zum is handling those bus runs so we'll take a look at how that shows in the app as part of our test.
- We have a few folks without emails as an extra test case for access. I don't expect that to be an issue but I just wanted to make sure we were testing with a closer to real world dataset instead of an artificially complete one.
- Allison Whitney and Alison Cuomo have been temporarily assigned to student records for this pilot. We'd want to make sure these contact associations are not part of the full rollout once the application is turned on district-wide.

Thank you. Let me know if you have any questions about this updated dataset.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 1:43 PM, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)> wrote:

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Hi Allison,  
Thank you. Received. I will review this with Abhishek right now and let you know if there is any additional information we still need.  
Thank you.  
Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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

[Zūm Services, Inc.](#)



On Thu, Aug 31, 2023 at 10:34 AM Allison Whitney  
<[Allison\\_Whitney@hcpss.org](mailto:Allison_Whitney@hcpss.org)> wrote:

Hi Sarah,

[Here is the information you requested to create our test accounts.](#) Thank you.

-Alli

---

**Allison Whitney**  
**410.313.6679**

*Community and Workforce Engagement Specialist*  
Office of Communications and Engagement

[Employee Well-Being](#) | [Peer-to-Peer Certificates](#)

---

**From:** Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>

**Date:** Thursday, August 31, 2023 at 10:34 AM

**To:** Allison Whitney <[Allison\\_Whitney@hcpss.org](mailto:Allison_Whitney@hcpss.org)>, Matthew Barger

<[Matthew\\_Barger@hcpss.org](mailto:Matthew_Barger@hcpss.org)>, Alison Cuomo

<[Alison\\_Cuomo@hcpss.org](mailto:Alison_Cuomo@hcpss.org)>, Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>, Jenny

Mayfield <[jenny@ridezum.com](mailto:jenny@ridezum.com)>, [brian@scarletoakstrategies.com](mailto:brian@scarletoakstrategies.com)  
<[brian@scarletoakstrategies.com](mailto:brian@scarletoakstrategies.com)>  
**Cc:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Subject:** URGENT: Zum App Launch

Team:

I'd like to consider launching the app for Howard County families beginning next week. Is it possible for HCPSS and Zum team in To: field to get on a zoom within the next hour or so to discuss the testing and vetting we want to do and the communications plan for how we roll this out?

I just met with Alison, Matt and Alli on our team who will be spearheading this effort and will be engaging some other staff-parents who will help us test and determine what we need to do to make sure this is a seamless roll out.

The purpose of this is to allow families to see real-time information for their buses in an effort to improve communication and for them to plan ahead while we continue to work on the mitigation needed to make buses show up on time and get the unfilled routes on the road.

I would like to tease this out today in the Superintendent's comments during the 4pm Board meeting so time is of the essence.

Sarah/Jenny/Brian – please loop in whoever else from your team needs to be involved. We know you have developed a lot of helpful resources already for the app and we'd like to be able to use those in the launch announcement – which I'd like to make tomorrow afternoon or over the weekend when we issue the next community update on transportation.

Thank you,

Jahantab

Jahantab Siddiqui

Chief Administrative Officer

Howard County Public School System

Office: 410-313-6680



**From:** [Shiva Nagabushanaswamy](#)  
**To:** [Stephen Dolney](#)  
**Cc:** [Brian Nevin](#); [Adam Downes](#); [Douglas Kampe](#); [Westerman, Bill](#); [Abhishek Garg](#)  
**Subject:** Re: [External] Tyler API Access.  
**Date:** Thursday, August 31, 2023 2:16:32 PM

---

Thanks, Steve. I will send an invite.

Regards,  
Shiva

On Thu, Aug 31, 2023 at 11:15 AM Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)> wrote:  
Ok, I'll be available at 2:30.

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 2:13 PM  
**To:** Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>  
**Cc:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>; Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>  
**Subject:** Re: [External] Tyler API Access.

Hi Stephen,

A brief quick call would be helpful for Doug and me to provide context on this.

Regards,  
Shiva

On Thu, Aug 31, 2023 at 11:11 AM Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)> wrote:  
Good Afternoon,

Can someone briefly explain what information is being requested by Zum from Tyler and why it's needed? I thought that we already provided data to Zum.

Regards,

Steve

---

**From:** Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 2:05 PM  
**To:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>  
**Cc:** Abhishek Garg <[abhishek@ridezum.com](mailto:abhishek@ridezum.com)>; Stephen Dolney <[Stephen\\_Dolney@hcpss.org](mailto:Stephen_Dolney@hcpss.org)>  
**Subject:** RE: [External] Tyler API Access.



Good afternoon,

I am adding Mr. Dolney to the email for his verification and support from a data integrity process.

Thanks

Brian

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:** Thursday, August 31, 2023 2:02 PM

**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>; Brian Nevin <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; Westerman, Bill <[bill.westerman@tylertech.com](mailto:bill.westerman@tylertech.com)>

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

**Subject:** [External] Tyler API Access.

**! 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 Doug/Adam/Brian,

We are exploring Tyler APIs to access Howard route data. To access Howard Zum routes through API, you must provide some details and authorization to Bill to set it up. I am adding Bill from Tyler to this email. He can work with you to get the necessary details to set up the access for us to explore whether the API provides all the necessary data we need.

[@Westerman, Bill](#) - Let us know what you need from Howard's team.

Regards,

Shiva

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Thursday, August 31, 2023 2:11:30 PM

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

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The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Thursday, August 31, 2023 2:11:02 PM

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The Ride arrival to school report report you requested is ready to go. Just click the link below to start the download.

[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

From: [Zum Support](#)  
To: [David W. Ramsay](#)  
Subject: [External] Ride arrival to school report report  
Date: Thursday, August 31, 2023 2:10:49 PM

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[Ride arrival to school report report](#)



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Kevin M. McCoy](#)  
**To:** [Cecilia Ferdows](#)  
**Subject:** RE: [External] Re: Charter Buses  
**Date:** Thursday, August 31, 2023 1:59:06 PM

---

Good afternoon

Would you have any charter buses available on:

9/23 (Day trip to New Jersey) and 10/6-10/7 (Over night trip to North Carolina)?

Thank you

Kevin McCoy

Sent from [Mail](#) for Windows

---

**From:** [Cecilia Ferdows](#)  
**Sent:** Tuesday, August 22, 2023 1:42 PM  
**To:** [Kevin M. McCoy](#)  
**Subject:** [External] Re: Charter Buses

**! 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 Kevin,

Yes, this is something we do. Once you have the details please send them my way. Thank you.

Best regards,

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



On Mon, Aug 21, 2023 at 8:54 AM Kevin M. McCoy <[Kevin\\_McCoy@hcpss.org](mailto:Kevin_McCoy@hcpss.org)> wrote:

Good morning

My name is Kevin McCoy, I am the cross-country coach at Centennial HS. Jeannie Prevosto gave me your email. We have two trips this fall for the team going out of state and are looking at chartering buses for those trips. I know you are our bus company for our team trips, so we wanted to reach out and see if chartering buses is something you guys do.

Thank you

Kevin

**From:** [Allison Whitney](#)  
**To:** [Sarah Skinner](#)  
**Subject:** Minor edit  
**Date:** Thursday, August 31, 2023 1:57:56 PM  
**Attachments:** [image001.png](#)

---

Sarah – I noticed this minor typo on the FAQs if you want to get someone on your team to fix.  
Thanks.

What are some of the reasons for school districts to use  
Zum?



---

**Allison Whitney**  
**410.313.6679**  
*Community and Workforce Engagement Specialist*  
Office of Communications and Engagement  
[Employee Well-Being](#) | [Peer-to-Peer Certificates](#)

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Eugene Rose](#)  
**Subject:** [External] Field trip [ ref: \_00D6AtpfT.\_500QgoY08:ref ]  
**Date:** Thursday, August 31, 2023 1:41:31 PM

---

You don't often get email from 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 Eugene,

Thank you for reaching us at Zum Transportation Services, we will be more than happy to help you booking your field trips just add the information requested:

- Contact First Name
- o Contact Last Name
- o School or Organization Name
- o Contact Email (repeat it back to make sure has been gathered correctly)
- o Contact Phone Number
- o Event Type
- o Number of Total Passengers
- o Date of Trip
- o Pick Up Address
- o City
- o State
- o Zip
- o Pick Up Time
- o Is it a Roundtrip
- o Destination Address
- o City
- o State
- o Zip
- o Does the trip involve multiple stops?
- 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)


Please make sure to add the information so we can book your rides, also if there are multiple rides with different dates, we will be waiting on your response have a great day!

Regards,

Zum Support  
1-855-RIDEZUM  
(1-855-743-3986)



Support Hours: Mon - Friday

6:00 am to 9:00 pm EST 

ref:\_00D6AtpfT.\_500QgoY08:ref

**From:** [Thomas Durrett](#)  
**To:** [Michael Senisi](#)  
**Cc:** [Juan Gordiano](#); [Emma Bullock](#)  
**Subject:** Re: [External] Re: Spreadsheet shared with you: "Atholton High School Athletic Trip"  
**Date:** Thursday, August 31, 2023 1:35:09 PM

---

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

Hi Michael,

I will be the contact for field trips as well. Please feel free to reach out with any questions.

Thomas Durrett  
[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)  
312-224-8241

On Wed, Aug 30, 2023 at 3:14 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
No, they are a separate organization that will require transportation for field trips.  
I guess my question would be is how do teachers send transportation requests for field trips?

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Wednesday, August 30, 2023 2:08 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Cc:** Juan Gordiano <[Juan\\_Gordiano@hcpss.org](mailto:Juan_Gordiano@hcpss.org)>; Emma Bullock <[Emma\\_Bullock@hcpss.org](mailto:Emma_Bullock@hcpss.org)>  
**Subject:** Re: [External] Re: Spreadsheet shared with you: "Atholton High School Athletic Trip"

Hi Michael,

Is the JROTC under the athletics program?

On Wed, Aug 30, 2023 at 1:57 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
Hi Tom,  
I have our JROTC coordinator on this email. Our JROTC program has many field trips and competitions. He wanted to know who the contact person would be for that and how do they go about reserving a bus?  
Thanks  
Mike

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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**From:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 1:52 PM  
**To:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Subject:** Re: [External] Re: Spreadsheet shared with you: "Atholton High School Athletic Trip"

Hi Tom,  
I am going to be out of the building tomorrow. Can you confirm Friday and next week's bus trips on the google doc or via this email?  
Thanks

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**

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---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 4:20 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** Re: [External] Re: Spreadsheet shared with you: "Atholton High School Athletic Trip"

Sorry for that scare!

On Tue, Aug 29, 2023 at 4:16 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
Ok thanks.

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**

**Atholton High School**  
**410-313-7080**

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**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 4:12 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** [External] Re: Spreadsheet shared with you: "Atholton High School Athletic Trip"

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Hi Michael,

Please disregard this last one. It's being deleted.

On Tue, Aug 29, 2023 at 4:06 PM Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)> wrote:  
Thomas what happened to the original document? I already completed a good portion of it.

---

**Mike Senisi, CMAA**  
**Athletics and Activities Manager**  
**Atholton High School**  
**410-313-7080**


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---


**From:** Thomas Durrett (via Google Sheets) <[drive-shares-dm-noreply@google.com](mailto:drive-shares-dm-noreply@google.com)>  
**Sent:** Tuesday, August 29, 2023 3:49 PM  
**To:** Michael Senisi <[Michael\\_Senisi@hcpss.org](mailto:Michael_Senisi@hcpss.org)>  
**Subject:** Spreadsheet shared with you: "Atholton High School Athletic Trip"

Thomas Durrett shared a

# spreadsheet

 Thomas Durrett ([tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)) has invited you to **edit** the following spreadsheet:

 Atholton High School Athletic Trip

 Thomas Durrett is outside your organization.

Open

If you don't want to receive files from this person, [block the sender](#) from Drive

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA  
You have received this email because [tdurrett@ridezum.com](mailto:tdurrett@ridezum.com) shared a spreadsheet with you from Google Sheets.



**From:** [Allison Whitney](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Alison Cuomo](#); [Jahantab Siddiqui](#); [Matthew Barger](#)  
**Subject:** Re: Document shared with you: "HCPSS & Zum App for Parents & Guardians - Draft 8.31.23"  
**Date:** Thursday, August 31, 2023 1:35:05 PM  
**Attachments:** [image003.png](#)  
[image004.png](#)

---

Sarah, my apologies, I just saw this and I already created a spreadsheet. Let me know if you have what you need. Thanks!

---

**Allison Whitney**  
**410.313.6679**  
*Community and Workforce Engagement Specialist*  
Office of Communications and Engagement  
[Employee Well-Being](#) | [Peer-to-Peer Certificates](#)

---

**From:** Sarah Skinner (via Google Docs) <drive-shares-dm-noreply@google.com>  
**Date:** Thursday, August 31, 2023 at 1:24 PM  
**To:** Allison Whitney <Allison\_Whitney@hcpss.org>  
**Cc:** Alison Cuomo <Alison\_Cuomo@hcpss.org>, Jahantab Siddiqui <Jahantab\_Siddiqui@hcpss.org>, Matthew Barger <Matthew\_Barger@hcpss.org>  
**Subject:** Document shared with you: "HCPSS & Zum App for Parents & Guardians - Draft 8.31.23"

## Sarah Skinner shared a document



Sarah Skinner ([sarah@ridezum.com](mailto:sarah@ridezum.com)) has invited you to **edit** the following document:



[HCPSS & Zum App for Parents & Guardians - Draft 8.31.23](#)



[Sarah Skinner](#) is outside your organization.

[Open](#)

If you don't want to receive files from this person, [block the sender](#) from Drive

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA  
You have received this email because [sarah@ridezum.com](mailto:sarah@ridezum.com) shared a document with you from Google Docs.



**From:** [Adam Downes](#)  
**To:** [Shiva Nagabushanaswamy](#); [Douglas Kampe](#)  
**Subject:** RE: [External] MidDay routes with no students.  
**Date:** Thursday, August 31, 2023 1:23:00 PM

---

I am trying my best!

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 31, 2023 12:51 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)>  
**Subject:** Re: [External] MidDay routes with no students.

I know Adam is very busy. [@Adam Downes](#) can you find some time?

[@Douglas Kampe](#) if it is hard to find Adam's time, we both can chat and I can update this thread with our discussion to keep Adam in loop. Let me know what you think?

Regards,  
Shiva

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I open, but it's up to Adam's schedule.

**Douglas Kampe**  
Technology Manager  
*W:* (410) 313-1736

Office of Student Transportation  
5451 Beaverkill Rd | Columbia, MD 21044



---

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

**Sent:** Thursday, August 31, 2023 11:20 AM

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

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

**Subject:** Re: [External] MidDay routes with no students.

Adam, Doug - I want to chat with you both for 10-15 minutes quickly to discuss the following things. This is time sensitive, appreciate a quick meeting.

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2. To understand Sped Mid-Day program tag in the BusStops file.

Regards,  
Shiva

On Thu, Aug 31, 2023 at 2:49 AM 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

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

**Sent:** Thursday, August 31, 2023 5:36:06 AM

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

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

**Subject:** Re: [External] MidDay routes with no students.

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Regards,  
Shiva

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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:** Wednesday, August 30, 2023 10:56 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** Re: [External] MidDay routes with no students.

Hi Adam,

Thanks for sharing this. It looks like [TSESND01, TSESNU1] & [RBESND01, RBESNU1] have changed compared to what we had in the route sheets you

shared on Saturday. Is this the new change? What is the effective date for this?

I assume you send all route updates in an email thread to a few of us. But I don't remember seeing the update on this.

Regards,

Shiva

On Wed, Aug 30, 2023 at 6:04 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

I have attached what we have routed for the below routes. 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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**Subject:** Re: [External] MidDay routes with no students.

A couple of questions for Doug:

1. We have these two routes with one student in the route. We get the corresponding student ID from the BusStops file. Whereas those students' ids are not coming in RP\_Students file. With this, we were not able to create a student profile and associate them with this route. Can you check?
  - {4072, TSESND01}
    - Missing student ID in RP\_Students: [REDACTED]
  - {4074, RBESND01}
    - Missing student ID in RP\_Students: [REDACTED]
  - For now, to unblock ourselves, we are creating placeholder students. But can you check why these students are not coming through RP\_Students?

Regards,

Shiva

On Wed, Aug 30, 2023 at 3:39 PM Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

You got it!

Adam Downes

Coordinator of Transportation, Planning & Technology

Office of Student Transportation

Howard County Public School System

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**Sent:** Wednesday, August 30, 2023 6:35:07 PM

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

**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** Re: [External] MidDay routes with no students.

Perfect, thanks Adam!

Regards,  
Shiva

On Wed, Aug 30, 2023 at 3:25 PM Adam Downes  
<[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

They start tomorrow

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:** Wednesday, August 30, 2023 6:23:02 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>  
**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** Re: [External] MidDay routes with no students.

Got it. Thanks for confirming. But, are those routes active now? That means, are we doing runs?

Regards,  
Shiva

On Wed, Aug 30, 2023 at 3:12 PM Adam Downes  
<[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

They are not shuttle routes. Thanks for checking. They are place holders for students who will be added soon.

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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**Sent:** Wednesday, August 30, 2023 4:09 PM  
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**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
**Subject:** [External] MidDay routes with no students.

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Hi Adam,

I hope you are doing well. In your SPED route sheets, we see four midday routes with zero students in them. Is this like a shuttle route?

- 1.
- 2.
3. 4014: LFESNDO1
- 4.
- 5.
- 6.
7. 4019: LWESNDO
- 8.
- 9.
- 10.
11. 4019, LWESNPU1
- 12.
- 13.
- 14.
15. 4075, BSESND03
- 16.

Regards,

Shiva

**From:** [Douglas Kampe](#)  
**To:** [Shiva Nagabushanaswamy](#)  
**Cc:** [Adam Downes](#)  
**Subject:** Re: [External] MidDay routes with no students.  
**Date:** Thursday, August 31, 2023 1:02:38 PM

---

I'd prefer to meet together.

Doug Kampe

---

**From:** Shiva Nagabushanaswamy <[shiva@ridezum.com](mailto:shiva@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 12:50:59 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)>  
**Subject:** Re: [External] MidDay routes with no students.

I know Adam is very busy. [@Adam Downes](#) can you find some time?

[@Douglas Kampe](#) if it is hard to find Adam's time, we both can chat and I can update this thread with our discussion to keep Adam in loop. Let me know what you think?

Regards,  
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I open, but it's up to Adam's schedule.

**Douglas Kampe**

Technology Manager

*W: (410) 313-1736*

Office of Student Transportation  
5451 Beaverkill Rd | Columbia, MD 21044

---

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**Cc:** Douglas Kampe <[Douglas\\_Kampe@hcpss.org](mailto:Douglas_Kampe@hcpss.org)>  
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Adam, Doug - I want to chat with you both for 10-15 minutes quickly to discuss the following things. This is time sensitive, appreciate a quick meeting.

1. Aligning on the time to publish the data every day. Currently, we get the data around 10p EST.
2. To understand Sped Mid-Day program tag in the BusStops file.

Regards,



Shiva

On Thu, Aug 31, 2023 at 2:49 AM 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

---

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5451 Beaverkill Rd.  
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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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- {4072, TSESND01}

- Missing student ID in RP\_Students: [REDACTED]

- {4074, RBESND01}

- Missing student ID in RP\_Students: [REDACTED]

- For now, to unblock ourselves, we are creating placeholder students. But can you check why these students are not coming through RP\_Students?

Regards,

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Coordinator of Transportation, Planning & Technology

Office of Student Transportation

Howard County Public School System

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Coordinator of Transportation, Planning & Technology

Office of Student Transportation

[Howard County Public School System](#)

[5451 Beaverkill Rd.](#)

[Columbia, Md. 21044](#)

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**Subject:** [External] MidDay routes with no students.

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- 2.
3. 4014: LFESNDO1
- 4.
- 5.
- 6.
7. 4019: LWESNDO
- 8.
- 9.
- 10.
11. 4019, LWESNPU1
- 12.
- 13.
- 14.
15. 4075, BSESNDO3

16.

Regards,

Shiva

**From:** [Ruth Macdonald](#)  
**To:** [Thomas Durrett](#)  
**Subject:** Re: [External] Fwd: Transportation Request: HoCo Conservancy Field Trip  
**Date:** Thursday, August 31, 2023 12:51:17 PM

---

Thank you!

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**

10320 Quarterstaff Road

Columbia, MD 21044

p: (410) 313-6866

f: (410) 313-6869

[ruth\\_macdonald@hcpss.org](mailto:ruth_macdonald@hcpss.org)

**Veterans Elementary School**

4355 Montgomery Road

Ellicott City, MD 21043

p:(410)313-1700

F:(410)313-1709

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 12:13 PM  
**To:** Ruth Macdonald <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)>  
**Subject:** [External] Fwd: Transportation Request: HoCo Conservancy Field Trip

You don't often get email from [tdurrett@ridezum.com](mailto:tdurrett@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 Ruth,

I am working on this request now. I will get back to you as soon as possible with the confirmation. Please feel free to reach out with any questions.

Thomas Durrett  
[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)

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

From: **Sarah Skinner** <[sarah@ridezum.com](mailto:sarah@ridezum.com)>  
Date: Thu, Aug 31, 2023 at 11:29 AM  
Subject: Fwd: Transportation Request: HoCo Conservancy Field Trip  
To: HCPSS Field and Athletic Trips <[HCPSS\\_Trips@ridezum.com](mailto:HCPSS_Trips@ridezum.com)>



Please follow up with this request.

Sarah Skinner

Vice President of Strategic Partnerships



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

[Zūm Services, Inc.](#)



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

From: **Ruth Macdonald** <[Ruth\\_Macdonald@hcpss.org](mailto:Ruth_Macdonald@hcpss.org)>

Date: Thu, Aug 31, 2023 at 8:19 AM

Subject: Transportation Request: HoCo Conservancy Field Trip

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

Good morning,

Please review the following information for the Howard County Conservancy Field Trip

<b>Date</b>	<b>November 3, 2023</b>
<b>Destination</b>	<b>Howard County Conservancy</b>
<b>Departure Time from CCES</b>	<b>9:30am</b>
<b>Return Time</b>	<b>1:30pm</b>
<b>Grade attending</b>	<b>Grade 1</b>
<b>Number of students</b>	<b>92</b>
<b>Number of teachers attending</b>	<b>7-8</b>
<b>Number of chaperones</b>	<b>16</b>

Please let me know if you need any additional information.

Thank you,

*Ruth Macdonald*

HCPSS Teachers' Secretary

**Clemens Crossing Elementary School**

10320 Quarterstaff Road

Columbia, MD 21044

p: (410) 313-6866

f: (410) 313-6869

[ruth\\_macdonald@hcpss.org](mailto:ruth_macdonald@hcpss.org)

**Veterans Elementary School**

4355 Montgomery Road

Ellicott City, MD 21043

p:(410)313-1700

F:(410)313-1709

**From:** [Michael Salapata](#)  
**To:** [Thomas Durrett](#)  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template  
**Date:** Thursday, August 31, 2023 12:25:22 PM

---

Thanks for the update Tom.

Michael Salapata  
Athletics & Activities Manager  
Hammond High School  
410-313-7605

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 11:50 AM  
**To:** Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)>  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template


Hi Michael,

Unfortunately, we are not able to accommodate the 3PM girls soccer trip for tomorrow. I apologize for the inconvenience this causes.

We are able to accommodate the 6:45PM boys soccer trip.

We are able to accommodate the 9:45 boys soccer trip on Saturday.

Please let me know if you have any questions.

Thomas Durrett  
[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)  


On Thu, Aug 31, 2023 at 11:35 AM Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)> wrote:

Thanks, are you able to confirm my bus trips for tomorrow?

Michael Salapata  
Athletics & Activities Manager  
Hammond High School  
410-313-7605

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Thursday, August 31, 2023 8:27 AM  
**To:** Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)>  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template

Good morning Michael,

This is perfect, thank you!

On Wed, Aug 30, 2023 at 9:26 PM Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)> wrote:

Hey Tom, I have inserted all of Hammond's fall athletic contests into the spreadsheet you sent me. Let me know if there is anything else that you need from me.

Michael Salapata  
Athletics & Activities Manager  
Hammond High School  
410-313-7605

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 2:06 PM  
**To:** Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)>  
**Cc:** Mark Ngo <[mngo@ridezum.com](mailto:mngo@ridezum.com)>  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template

Hi Michael,

Yes, we are all set for today. Driver contact info is below.

Driver Name: Will  
Phone: [REDACTED]  
Vehicle: Motorcoach bus

On Tue, Aug 29, 2023 at 1:47 PM Michael Salapata <[Michael\\_Salapata@hcpss.org](mailto:Michael_Salapata@hcpss.org)> wrote:

Hey Tom, do we have any confirmation for a 3pm pickup for Athletics today? Any info is appreciated.

Michael Salapata  
Athletics & Activities Manager  
Hammond High School  
410-313-7605

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Monday, August 28, 2023 11:45 AM  
**Cc:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Mark Ngo <[mngo@ridezum.com](mailto:mngo@ridezum.com)>  
**Subject:** [External] HCPSS Athletic / Field Trips Template

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

Good morning,

My name is Thomas Durrett. I will be working with you going forward on getting all athletic / field trips scheduled. I have noticed in a previous request that required information for us to schedule / quote has been missing. I will be creating a template to use going forward and sending it out shortly.

Please let me know if you have any questions.

Thomas Durrett

[REDACTED]

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

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Paul Bertulis](#); [Francesca A. Graham](#); [Melissa A. Marchetti](#)  
**Subject:** CHS bus 1031, EMMS bus 1009 & VES bus 1009 updated run sheets, 8/31/23  
**Date:** Thursday, August 31, 2023 12:11:00 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Moved stop, Papillon@Frederick Rd, to Papillon@LaSalle Ct

-

**Start Date: Tuesday, 9/5/23**

-

Thank you!

**From:** [Lynn Bowman](#)  
**To:** [cferdows@ridezum.com](mailto:cferdows@ridezum.com)  
**Subject:** Nice to meet you  
**Date:** Thursday, August 31, 2023 11:59:37 AM  
**Attachments:** [Outlook-u0vwacne.png](#)

---

Hi,

I am reaching out to say hi! I know things are crazy right now, I can't imagine what it is like on your end.

I would love to speak with you at some point just to introduce myself and see if there is anything important I know should know.

I am thinking about all of you during this time.

Thank you!!!!

Lynn Bowman  
Principal Secretary  
Bollman Bridge Elementary  
410-880-5920  
[lynn\\_bowman@hcpss.org](mailto:lynn_bowman@hcpss.org)



Building Bridges Together

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Rachel Maddock-Cosden](#)  
**Subject:** [External] FW: Filedtrip [ ref: \_00D6AtpfT.\_500Qgnxn2:ref ]  
**Date:** Thursday, August 31, 2023 11:35:28 AM

---

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

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Zum Support  
1.855.RIDEZUM (1.855.743.3986)  
Support hours: 6:00 AM - 7:00 PM PACIFIC TIME

----- Forwarded Message -----

**From:** Zum Support [support@ridezum.com]  
**Sent:** 8/31/2023 8:33 AM  
**To:** rachel\_cosden@HCPSS.org  
**Subject:** Filedtrip [ ref: \_00D6AtpfT.\_500Qgnxn2:ref ]


Hi this is Zum, please send the following information to help you with your request:


- oContact First Name
- o Contact Last Name
- oSchool or Organization Name
- oContact Email (repeat it back to make sure has been gathered correctly)
- 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)



Zum Support

1.855.RIDEZUM (1.855.743.3986)

Support hours: 6:00 AM - 7:00 PM PACIFIC TIME 

ref:\_00D6AtpfT.\_500Qgnxn2:ref 



**From:** [Horace Baker](#)  
**To:** [Kathy Benton](#); [bowensbusser@aol.com](#); [j.mullinix@bowensbusservice.com](#); [Tip Top 2](#); [Tip Top](#); [Paul Baxley](#); [Woodlawn Motor Coach](#); [HOB Enterprises](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Sheila Fike](#); [Melissa A. Marchetti](#); [Adam Downes](#); [Sandra Kelly](#); [Paul Bertulis](#); [Bill Stolis](#); [Monica Pringle](#); [Transwhite Inc.](#); [kmoody@ridezum.com](#); [liz@ridezum.com](#); [Varinsa Washington](#); [Francesca A. Graham](#)  
**Cc:** [Karl J. Schindler](#); [Brian Nevin](#); [Kraig Nussbaum](#); [Jamie Walker](#)  
**Subject:** Corrected& Updated ARL Bus Numbers & Times  
**Date:** Thursday, August 31, 2023 11:06:57 AM  
**Attachments:** [ARL Schedule 23-24.xls](#)

---

One more time. Please see attached corrections, my apologies for any confusion.

Alex

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

---

**From:** Kathy Benton <[Kathy\\_Benton@hcpss.org](mailto:Kathy_Benton@hcpss.org)>  
**Sent:** Thursday, August 31, 2023 10:49 AM  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; [bowensbusser@aol.com](mailto:bowensbusser@aol.com) <[bowensbusser@aol.com](mailto:bowensbusser@aol.com)>; [j.mullinix@bowensbusservice.com](mailto:j.mullinix@bowensbusservice.com) <[j.mullinix@bowensbusservice.com](mailto:j.mullinix@bowensbusservice.com)>; [Tip Top 2](mailto:Tip Top 2) <[dylanpool15@gmail.com](mailto:dylanpool15@gmail.com)>; [Tip Top](mailto:Tip Top) <[tiptopaimee@gmail.com](mailto:tiptopaimee@gmail.com)>; [Paul Baxley](mailto:Paul Baxley) <[pkbaxley@woodlawnmc.com](mailto:pkbaxley@woodlawnmc.com)>; [Woodlawn Motor Coach](mailto:Woodlawn Motor Coach) <[bbayer@woodlawnmc.com](mailto:bbayer@woodlawnmc.com)>; [HOB Enterprises](mailto:HOB Enterprises) <[h\\_brathwaite@yahoo.com](mailto:h_brathwaite@yahoo.com)>; [Jacquelyn Malette](mailto:Jacquelyn Malette) <[Jacquelyn\\_Malette@hcpss.org](mailto:Jacquelyn_Malette@hcpss.org)>; [James C. Fritz](mailto:James C. Fritz) <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>; [Sheila Fike](mailto:Sheila Fike) <[Sheila\\_Fike@hcpss.org](mailto:Sheila_Fike@hcpss.org)>; [Melissa A. Marchetti](mailto:Melissa A. Marchetti) <[Melissa\\_Marchetti@hcpss.org](mailto:Melissa_Marchetti@hcpss.org)>; [Adam Downes](mailto:Adam Downes) <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; [Sandra Kelly](mailto:Sandra Kelly) <[Sandra\\_Kelly@hcpss.org](mailto:Sandra_Kelly@hcpss.org)>; [Paul Bertulis](mailto:Paul Bertulis) <[Paul\\_Bertulis@hcpss.org](mailto:Paul_Bertulis@hcpss.org)>; [Bill Stolis](mailto:Bill Stolis) <[Bill\\_Stolis@hcpss.org](mailto:Bill_Stolis@hcpss.org)>; [Monica Pringle](mailto:Monica Pringle) <[Monica\\_Pringle@hcpss.org](mailto:Monica_Pringle@hcpss.org)>; [Transwhite Inc.](mailto:Transwhite Inc.) <[transwhite@comcast.net](mailto:transwhite@comcast.net)>; [kmoody@ridezum.com](mailto:kmoody@ridezum.com) <[kmoody@ridezum.com](mailto:kmoody@ridezum.com)>; [liz@ridezum.com](mailto:liz@ridezum.com) <[liz@ridezum.com](mailto:liz@ridezum.com)>; [Varinsa Washington](mailto:Varinsa Washington) <[Varinsa\\_Washington@hcpss.org](mailto:Varinsa_Washington@hcpss.org)>; [Francesca A. Graham](mailto:Francesca A. Graham) <[Francesca\\_Graham@hcpss.org](mailto:Francesca_Graham@hcpss.org)>  
**Cc:** [Karl J. Schindler](mailto:Karl J. Schindler) <[Karl\\_Schindler@hcpss.org](mailto:Karl_Schindler@hcpss.org)>; [Brian Nevin](mailto:Brian Nevin) <[Brian\\_Nevin@hcpss.org](mailto:Brian_Nevin@hcpss.org)>; [Kraig Nussbaum](mailto:Kraig Nussbaum) <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>; [Jamie Walker](mailto:Jamie Walker) <[Jamie\\_Walker@hcpss.org](mailto:Jamie_Walker@hcpss.org)>  
**Subject:** Re: ARL Updated Bus Numbers

Hi Alex.

Thank you for the updated bus schedule. We have two problems with the old one and the new.

The bus number are not what are on the buses, except for the local ones. Also, the times at the top of the sheet are off by quite a bit for pick up and drop off.

Our schedule requires the students to be here in their seats at 8:20 AM and dismissed at 9:30 AM. This schedule reads a 9:50 pick up.

The B Day drop off should be 11:40  
The A Day drop off should be 1:15

The pickup time listed is our actual last bell time when the kids are leaving the building.

We have to ask every bus that comes in who they are driving for. Some haven't a clue so we have to look at their paperwork.

Please let us know if we can help in anyway.  
Kathy

*Kathy Benton  
Applications and Research Lab  
10920 Clarksville Pike  
Ellicott City, MD. 21042  
410-313-6991  
Kathy\_Benton@hcpss.org*

*"The people who make a difference in your life are not the ones with the most credentials, the most money or the most awards. They are the ones that care." ~Charles Schultz*

**If you have an immediate need for 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:** Horace Baker <Horace\_Baker@hcpss.org>  
**Sent:** Thursday, August 31, 2023 10:24 AM  
**To:** bowensbusser@aol.com <bowensbusser@aol.com>; j.mullinix@bowensbusservice.com <j.mullinix@bowensbusservice.com>; Tip Top 2 <dylanpool15@gmail.com>; Tip Top <tiptopaimee@gmail.com>; Paul Baxley <pkbaxley@woodlawnmc.com>; Woodlawn Motor Coach <bbayer@woodlawnmc.com>; HOB Enterprises <h\_brathwaite@yahoo.com>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Sheila Fike <Sheila\_Fike@hcpss.org>; Melissa A. Marchetti <Melissa\_Marchetti@hcpss.org>; Adam Downes <Adam\_Downes@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Transwhite Inc. <transwhite@comcast.net>; kmoody@ridezum.com <kmoody@ridezum.com>; liz@ridezum.com <liz@ridezum.com>; Varinsa Washington <Varinsa\_Washington@hcpss.org>; Francesca A. Graham <Francesca\_Graham@hcpss.org>  
**Cc:** Karl J. Schindler <Karl\_Schindler@hcpss.org>; Kathy Benton <Kathy\_Benton@hcpss.org>; Adam Downes <Adam\_Downes@hcpss.org>; James C. Fritz <James\_Fritz@hcpss.org>; Melissa A.

Marchetti <Melissa\_Marchetti@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Paul Bertulis <Paul\_Bertulis@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Bill Stolis <Bill\_Stolis@hcpss.org>; Jacquelyn Malette <Jacquelyn\_Malette@hcpss.org>; Sheila Fike <Sheila\_Fike@hcpss.org>; Brian Nevin <Brian\_Nevin@hcpss.org>; Varinsa Washington <Varinsa\_Washington@hcpss.org>; Kraig Nussbaum <Kraig\_Nussbaum@hcpss.org>

**Subject:** ARL Updated Bus Numbers

Please see attached

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Melissa A. Marchetti](#); [Francesca A. Graham](#); [Heather Driskill](#)  
**Subject:** VES bus 4006 AM updated run sheet, 8/31/23  
**Date:** Thursday, August 31, 2023 10:59:33 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Removed the first 5 stops from the bus 4006 due to a timing issue.

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

Thank you!!

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Horace Baker](#); [James C. Fritz](#)  
**Subject:** AHS ARL bus 1069  
**Date:** Thursday, August 31, 2023 10:59:33 AM  
**Attachments:** [Driver Directions.pdf](#)

---

We have placed the additional AHS ARL shuttle on this bus since the other bus is one of the cancelled routes. Please start ASAP!!

Thank you!

From: Thomas Durrett  
To: Brandon A. Lauer  
Subject: [External] Re: Bus confirmation  
Date: Thursday, August 31, 2023 10:57:49 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 Brandon,

Unfortunately as of now we are unable to accommodate Friday's trips I apologize for the inconvenience this causes

However, we are all confirmed and all set for Saturday's trip

Please feel free to reach out with any questions and again, I apologize for the inconvenience this causes

Thomas Durrett  
[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)

On Thu, Aug 31, 2023 at 10:38 AM Brandon A Lauer <[Brandon.Lauer@hcpss.org](mailto:Brandon.Lauer@hcpss.org)> wrote:

Thomas,

I wanted to confirm Wilde Lake's bus requests for Friday and Saturday:

Date of Trip	School Name	Pick-Up Address (List multiple locations if application)	Drop off Address	Activity	Type Of Trip	Pick Up Time	Return Board Time	Number Of Passengers	Number of Buses	Are you bringing equipment?	Anything else we need to know?
Friday, September 1, 2023	Wilde Lake HS	5460 Trumpeter Rd., Columbia, MD, 21044	Mt. Hebron HS, 9440 Old Frederick Rd, Ellicott City, MD 21042	Football	Shuttle	3:15 PM	6:30 PM	35	1	Yes	Return to school to pick up Varsity after dropping JV
Friday, September 1, 2023	Wilde Lake HS	5460 Trumpeter Rd., Columbia, MD, 21044	Mt. Hebron HS, 9440 Old Frederick Rd, Ellicott City, MD 21042	Football	Shuttle	3:45 PM	8:30 PM	55	2	Yes	Return to school to pick up Varsity after dropping JV
Saturday, September 2, 2023	Wilde Lake HS	5460 Trumpeter Rd., Columbia, MD, 21044	South River HS, 201 Central Ave E, Edgewater, MD 21037	Cross Country	Round Trip	6:15 AM	12:15 PM	40	1	No	None

Dr. Brandon Lauer CMAA  
Athletics and Activities Manager  
Wilde Lake High School  
5460 Trumpeter Rd  
Columbia, MD, 21044  
410-313-6973 - Office



**From:** [Matthew Barger](#)  
**To:** [Sarah Skinner](#)  
**Cc:** [Jahantab Siddiqui](#); [Allison Whitney](#); [Alison Cuomo](#); [Jenny Mayfield](#); [brian@scarletoakstrategies.com](mailto:brian@scarletoakstrategies.com); [Vivek Garg](#); [Abhishek Garg](#)  
**Subject:** Re: [External] URGENT: Zum App Launch  
**Date:** Thursday, August 31, 2023 10:52:25 AM

---

Yes, 12:00 pm ET works for us. Thank you.

Matt Barger  
Senior Web Developer  
Multimedia Communications  
Howard County Public School System  
<https://www.hcpss.org/>

On Aug 31, 2023, at 10:49 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.**

Hello Jahantab,  
Thank you for your email. We are thrilled to hear this. I've cc'ed Abhishek Garg, CTO & Co-Founder at Zum, who can join as well. Is your team available today (8/31) at 12:00 pm ET. If so, we can hop on a Zoom, provide a brief demo of the Zum App and discuss next steps including messaging and roll out. I will send a Zoom invite shortly. Please let me know if this time works for you.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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



On Thu, Aug 31, 2023 at 7:34 AM Jahantab Siddiqui  
<[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Team:

I'd like to consider launching the app for Howard County families beginning next week. Is it possible for HCPSS and Zum team in To: field to get on a zoom within the next hour or so to discuss the testing and vetting we want to do and the communications plan for how we roll this out?

I just met with Alison, Matt and Alli on our team who will be spearheading this effort and will be engaging some other staff-parents who will help us test and determine what we need to do to make sure this is a seamless roll out.

The purpose of this is to allow families to see real-time information for their buses in an effort to improve communication and for them to plan ahead while we continue to work on the mitigation needed to make buses show up on time and get the unfilled routes on the road.

I would like to tease this out today in the Superintendent's comments during the 4pm Board meeting so time is of the essence.

Sarah/Jenny/Brian – please loop in whoever else from your team needs to be involved. We know you have developed a lot of helpful resources already for the app and we'd like to be able to use those in the launch announcement – which I'd like to make tomorrow afternoon or over the weekend when we issue the next community update on transportation.

Thank you,

Jahantab

Jahantab Siddiqui

Chief Administrative Officer

Howard County Public School System

Office: 410-313-6680



**From:** [Horace Baker](#)  
**To:** [bowensbuser@aol.com](#); [j.mullinix@bowensbusservice.com](#); [Tip Top 2](#); [Tip Top](#); [Paul Baxley](#); [Woodlawn Motor Coach](#); [HOB Enterprises](#); [Jacquelyn Malette](#); [James C. Fritz](#); [Sheila Fike](#); [Melissa A. Marchetti](#); [Adam Downes](#); [Sandra Kelly](#); [Paul Bertulis](#); [Bill Stolis](#); [Monica Pringle](#); [Transwhite Inc.](#); [liz@ridezum.com](#); [Varinsa Washington](#); [Francesca A. Graham](#); [kmoody@zumsf.com](#); [Heather Driskill](#)  
**Cc:** [Karl J. Schindler](#); [Kathy Benton](#)  
**Subject:** Corrected: ARL Updated Bus Numbers  
**Date:** Thursday, August 31, 2023 10:47:47 AM  
**Attachments:** [ARL Schedule 23-24.xls](#)

---

Please see corrections. My apologies for any confusion.

Alex

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

---

**From:** ROBERT WHITE <[transwhite@comcast.net](mailto:transwhite@comcast.net)>  
**Sent:** Thursday, August 31, 2023 10:40 AM  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>  
**Subject:** [External] Re: ARL Updated Bus Numbers

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Good morning, can you correct my ARL bus number, Its Bus 525 Trans-White.  
Thanks Robert

On 08/31/2023 10:24 AM EDT Horace Baker <[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)> wrote:  
Please see attached

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

**From:** [Jenny Mayfield](#)  
**To:** [Jahantab Siddiqui](#)  
**Cc:** [Allison Whitney](#); [Matthew Barger](#); [Alison Cuomo](#); [Sarah Skinner](#); [brian@scarletoakstrategies.com](mailto:brian@scarletoakstrategies.com); [Vivek Garg](#)  
**Subject:** [External] Re: URGENT: Zum App Launch  
**Date:** Thursday, August 31, 2023 10:39:51 AM

---

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

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Yes - let me see what works for the team. I will report right back to you.

On Thu, Aug 31, 2023 at 7:34 AM Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

Team:

I'd like to consider launching the app for Howard County families beginning next week. Is it possible for HCPSS and Zum team in To: field to get on a zoom within the next hour or so to discuss the testing and vetting we want to do and the communications plan for how we roll this out?

I just met with Alison, Matt and Alli on our team who will be spearheading this effort and will be engaging some other staff-parents who will help us test and determine what we need to do to make sure this is a seamless roll out.

The purpose of this is to allow families to see real-time information for their buses in an effort to improve communication and for them to plan ahead while we continue to work on the mitigation needed to make buses show up on time and get the unfilled routes on the road.

I would like to tease this out today in the Superintendent's comments during the 4pm Board meeting so time is of the essence.

Sarah/Jenny/Brian – please loop in whoever else from your team needs to be involved. We know you have developed a lot of helpful resources already for the app and we'd like to be able to use those in the launch announcement – which I'd like to make tomorrow afternoon or over the weekend when we issue the next community update on transportation.

Thank you,

Jahantab

Jahantab Siddiqui

Chief Administrative Officer

Howard County Public School System

Office: 410-313-6680





**From:** [Heather Driskill](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Adam Downes](#)  
**Subject:** FW: Bus# 4027  
**Date:** Thursday, August 31, 2023 10:07:00 AM

---

Good morning,

See below.

*Regards,  
Heather Driskill*

---

**From:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>  
**Sent:** Tuesday, August 29, 2023 4:57 PM  
**To:** Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Heather Driskill <[Heather\\_Driskill@hcpss.org](mailto:Heather_Driskill@hcpss.org)>  
**Cc:** Varinsa Washington <[Varinsa\\_Washington@hcpss.org](mailto:Varinsa_Washington@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Subject:** Fw: 4027

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

---

**From:** Kelly M. Grenzer <[Kelly\\_Grenzer@hcpss.org](mailto:Kelly_Grenzer@hcpss.org)>  
**Sent:** Tuesday, August 29, 2023 4:54 PM  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Kraig Nussbaum <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>  
**Cc:** Gillian Spivey <[Gillian\\_Spivey@hcpss.org](mailto:Gillian_Spivey@hcpss.org)>; Lakesha Ott <[Lakesha\\_Ott@hcpss.org](mailto:Lakesha_Ott@hcpss.org)>  
**Subject:** 4027

Hello,

The driver from bus 4027 just pulled up to RBES, however, all the parents from that bus had already come to pick up their kids.

In speaking with the driver, she shared she is not able to complete her middle school route and get here before 4:45.

We have several students on that bus now but even more starting on Thursday with the RECC program.

We look forward to hearing from you.

Kelly Grenzer  
Assistant Principal  
Running Brook Elementary School



**From:** [Melissa A. Marchetti](#)  
**To:** [kmoody@zumsf.com](mailto:kmoody@zumsf.com)  
**Subject:** Updated route sheets for Talbot Springs ES Buses 4072, 4078 & 4085  
**Date:** Thursday, August 31, 2023 9:16:11 AM  
**Attachments:** [Updated route sheets for Talbott Springs ES Buses 4072, 4078 and 4085 - Added Prek Students.pdf](#)

---

Sorry Kami, I mistyped your email address with the group message I just forwarded. Please forward routes to your bus drivers for added students to start on Tues., Sept 5th. Thanks!

*Melissa A. Marchetti*

*Area Field Specialist*

*HCPSS Student Transportation Office  
5451 Beaverkill Road, Columbia MD 21044  
Desk Phone#(410)313-0783*



**From:** [Melissa A. Marchetti](#)  
**To:** [cferdows@ridezum.com](#); [kmoody@sumsf.com](#); [liz@ridezum.com](#); [spatel@ridezum.com](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Francesca A. Graham](#); [Heather Driskill](#)  
**Subject:** Updated route sheets for Talbot Springs ES Buses 4072, 4078 & 4085  
**Date:** Thursday, August 31, 2023 9:14:24 AM  
**Attachments:** [Updated route sheets for Talbott Springs ES Buses 4072, 4078 and 4085 - Added Prek Students.pdf](#)

---

Added Prek students to the following Buses to begin Tuesday, September 5th:

Bus 4072

Bus 4078

Bus 4085

Thank you!

*Melissa A. Marchetti*

*Area Field Specialist*

*HCPSS Student Transportation Office  
5451 Beaverkill Road, Columbia MD 21044  
Desk Phone#(410)313-0783*



**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Horace Baker](#); [Varinsa Washington](#)  
**Subject:** HES bus 1099 updated run sheets, 8/31/23  
**Date:** Thursday, August 31, 2023 8:38:04 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Stop Added:

- **10711 HARDING RD**

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

Thank you!

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Francesca A. Graham](#); [Melissa A. Marchetti](#)  
**Subject:** SJLES bus 1055 updated run sheets, 8/31/23  
**Date:** Thursday, August 31, 2023 7:23:00 AM  
**Attachments:** [Driver Directions.pdf](#)

---

Stop Added:

- **MILLBROOK RD @ BRINKLEIGH DR**

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

Thank you!

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Horace Baker](#); [Varinsa Washington](#)  
**Subject:** BBES bus 1115 updated run sheets, 8/31/23  
**Date:** Thursday, August 31, 2023 6:58:57 AM  
**Attachments:** [Driver Directions.pdf](#)

---

**Stop Added:**

- 9700 Washington Blvd

-

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

Thank you!

**From:** [Sarah Skinner](#)  
**To:** [HCPSS Field and Athletic Trips](#)  
**Cc:** [Stephanie Doodigian](#)  
**Subject:** [External] Fwd: [Contact Us] request from stephanie\_doodigian@hcpss.org  
**Date:** Wednesday, August 30, 2023 7:43:28 PM

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Hello Team,

Please reach out to Stephanie regarding her upcoming field trip request on 10/6.  
Thank you.

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

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



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

**From:** **Zum Support** <[support@ridezum.com](mailto:support@ridezum.com)>  
**Date:** Wed, Aug 30, 2023 at 4:28 PM  
**Subject:** [Contact Us] request from [stephanie\\_doodigian@hcpss.org](mailto:stephanie_doodigian@hcpss.org)  
**To:** <[contact-us@ridezum.com](mailto:contact-us@ridezum.com)>



Tell us who you are SCHOOL  
First name Stephanie  
Last name Doodigian  
Email [stephanie\\_doodigian@hcpss.org](mailto:stephanie_doodigian@hcpss.org)  
Organization name Howard County Public Schools

Title High School Science Teacher

Phone  
number

Zip code 21044

We have  
Zum n/a

Note

I am trying to book one of your buses for an upcoming field trip at our school - Oakland Mills High School in Columbia, MD. Our field trip is Friday, October 6th. We are traveling from our school 9410 Kilimanjaro Road, Columbia, MD to Baltimore Harbor (501 East Pratt Street, Baltimore, MD). We need to leave our school at 8:15 a.m. and return by 2:30 p.m. Would you be able to provide a bus and if so, what would be the cost. Apologies, but I need to know if this is possible as soon as possible. You are a new vendor for us and I need to get our field trip approved once I receive confirmation and cost.  
Stephanie Doodigian [REDACTED]



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

--

You received this message because you are subscribed to the Google Groups "ContactUs" group.

To unsubscribe from this group and stop receiving emails from it, send an email to [REDACTED].

To view this discussion on the web visit [REDACTED].

For more options, visit [REDACTED].

**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:** [James C. Fritz](#)  
**To:** [Liz Sanchez](#)  
**Subject:** Materials for ARL Discussion  
**Date:** Wednesday, August 30, 2023 4:29:00 PM  
**Attachments:** [ARL Schedule 23-24.xls](#)  
[23-24 School HCC Shuttles - Google Sheets.pdf](#)  
[1142.pdf](#)  
[1121.pdf](#)  
[A B SCHEDULE 2023 2024UPDATE.docx](#)  
[1118.pdf](#)

---

Please have available as I think it will make things easier to understand.

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

From: [Zum Support](#)  
To: [Marlee Slaughter](#)  
Subject: [External] Zum Account Verification  
Date: Wednesday, August 30, 2023 4:27:53 PM

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Hello,

We were unable to match your information with the records provided by your school or district. Please contact your school or district to request access to this app.



[support@ridezum.com](mailto:support@ridezum.com)  
1-855-743-3986

**From:** [Adam Downes](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Subject:** GES bus 1101 updated run sheets, 8/30/23  
**Date:** Wednesday, August 30, 2023 4:02:00 PM  
**Attachments:** [Driver Directions.pdf](#)

---

Stop Added:

- **9464 Guilford Rd**

-

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

Thank you!

**From:** [Erinn M. Manack](#)  
**To:** [Zum Support](#)  
**Subject:** Re: [External] ZUM Support - Transportation (Field trip) [ ref:\_00D6AtpfT.\_500QglN7d:ref ]  
**Date:** Wednesday, August 30, 2023 3:45:41 PM

---

Contact First Name: Erinn  
Contact Last Name: Manack  
School or Organization Name: Hammond Middle School Howard County  
Contact Email [erinn\\_manack@hcpss.org](mailto:erinn_manack@hcpss.org)  
Contact Phone Number 410-880-5830  
Event Type Field Trip  
Number of Total Passengers 27  
Date of Trip 11-02-23  
Pick Up Address Hammond Middle School, 8100 Aladdin Dr  
City Laurel  
State MD  
Zip 20723  
Pick Up Time 9:30  
Is it a Roundtrip Yes  
Destination Address Hammond High School, 8800 Guilford Rd  
City Columbia  
State MD  
Zip 21046  
Does the trip involve multiple stops? No  
Return Pick Up Time 11:50  
Return Pick Up Address Hammond Middle School, 8100 Aladdin Dr  
Return Pick Up City Laurel  
Return Pick Up State MD  
Return Pick Up Zip 20723  
Other Notes (If multiple stops, leave them here)

Once information above is submitted, our representatives will forward it to the team in charge and you will be contacted within 48 hrs.

Erinn Manack  
Hammond Middle School  
Theater Teacher  
Courses 2022-2023

- Theater A
- Theater B
- Theater 6 grade related arts
- Readers writers workshop.

---

**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 30, 2023 1:56 PM  
**To:** Erinn M. Manack <[Erinn\\_Manack@hcpss.org](mailto:Erinn_Manack@hcpss.org)>

**Subject:** [External] ZUM Support - Transportation (Field trip) [ ref:\_00D6AtpfT.\_500QglN7d:ref ]

You don't often get email from 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 from ZUM,

Please provide us with the following information:

Contact First Name  
Contact Last Name  
School or Organization Name  
Contact Email  
Contact Phone Number  
Event Type  
Number of Total Passengers  
Date of Trip  
Pick Up Address  
City  
State  
Zip  
Pick Up Time  
Is it a Roundtrip  
Destination Address  
City  
State  
Zip  
Does the trip involve multiple stops?  
Return Pick Up Time  
Return Pick Up Address  
Return Pick Up City  
Return Pick Up State  
Return Pick Up Zip  
Other Notes (If multiple stops, leave them here)

Once information above is submitted, our representatives will forward it to the team in charge and you will be contacted within 48 hrs.

Thank you,  
Zūm Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 6:00 AM - 9:00 PM PST 

ref:\_00D6AtpfT.\_500QglN7d:ref

**From:** [Vivek Garg](#)  
**To:** [Jahantab Siddiqui](#)  
**Cc:** [Anissa Dennis](#); [David Burton](#); [Jen Robinson](#); [Jonathan E. Davis](#); [Justin FitzGerald](#); [Kendra Johnson](#); [Patrick J. Saunderson](#)  
**Subject:** Re: [External] Zum: Dashboard login  
**Date:** Wednesday, August 30, 2023 3:38:07 PM  
**Attachments:** [image001.png](#)

---

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

It will be done in next few minutes. We will send a confirmation.

On Wed, Aug 30, 2023 at 12:32 Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)> wrote:

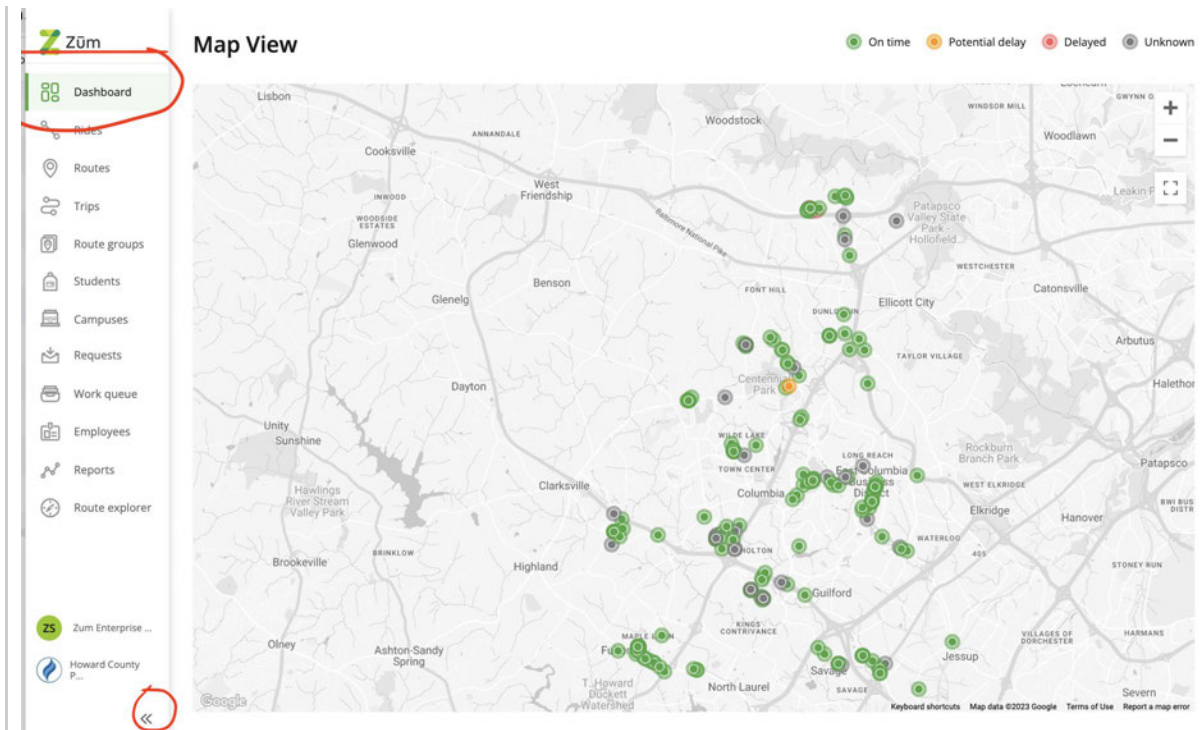
Thank you Vivek. I was able to log in. In talking with Nessa Dennis, Chief of SMIL, we would like the community superintendents and directors of schools to also have access. See folks copied on this email if you can enable their access as well.

---

**From:** Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>  
**Sent:** Wednesday, August 30, 2023 2:37 PM  
**To:** Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>  
**Subject:** [External] Zum: Dashboard login

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- Please use this link - [school.ridezum.com](https://school.ridezum.com)
- Use your district email to log in - [Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)
- You already have an account and can use district SSO to log in
- It will open this dashboard and to see the map view, please click on "Dashboard" See the picture below.



Vivek Garg

[Zum Services, Inc.](#)

[REDACTED]

[275 Shoreline Dr Suite 200,](#)

[Redwood City,](#)

[CA 94065](#)

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**From:** [Liz Sanchez](#)  
**To:** [James C. Fritz](#)  
**Subject:** [External] Re: ARL Shuttles  
**Date:** Wednesday, August 30, 2023 3:37:34 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.**

Hi Chris,

Yes, this seems to be a challenge and not sure why. I will schedule a call after PM runs if that is ok with you.

Thanks



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



Sender notified by  
[Mailtrack](#)

On Wed, Aug 30, 2023 at 3:31 PM James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)> wrote:

There is still a disconnect somewhere with these ARL and HCC shuttles. Can you please call me this evening so we can talk them through.

Getting this solved would be a huge step towards getting general operations smoothed out.

James C. Fritz

Coordinator of Contracted Services

Office of Student Transportation

5451 Beaverkill Rd

Columbia MD 21044

(410) 313-6702



**From:** [Heather Driskill](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Melissa A. Marchetti](#); [Adam Downes](#); [Horace Baker](#); [James C. Fritz](#); [Bill Stolis](#); [Francesca A. Graham](#)  
**Subject:** ZUM Bus Driver Directions - START DATE 9.5.23  
**Date:** Wednesday, August 30, 2023 3:28:00 PM  
**Attachments:** [Route Sheet - Hollifield Station ES - ZUM Bus# 4001 - START DATE - 9.5.23.pdf](#)  
[Route Sheet - Ellicott Mills MS - ZUM Bus# 4006 - START DATE - 9.5.23.pdf](#)  
[Route Sheet - Centennial HS - ZUM Bus# 4007 - START DATE - 9.5.23.pdf](#)  
[Route Sheet - Veterans ES - ZUM Bus# 4010 - START DATE - 9.5.23.pdf](#)  
[Route Sheet - Harper's Choice MS - ZUM Bus# 4014 - START DATE - 9.5.23.pdf](#)  
[Route Sheet - Bryant Woods ES - ZUM Bus# 4065 - START DATE - 9.5.23.pdf](#)

---

Good afternoon Zum Team,

See below list of Bus# and Schools.  
Driver Directions are attached.

**All students are due to start bus service on Tuesday, 9.5.23.**

Start Date 9/5
<b><u>BUS# 4001</u></b>
HOLLIFIELD STATION ES

<b><u>BUS# 4006</u></b>
ELLCOTT MILLS MS

<b><u>BUS# 4007</u></b>
CENTENNIAL HS

<b><u>BUS# 4010</u></b>
VETERANS ES

<b><u>BUS# 4014</u></b>
HARPER'S CHOICE MS

<b><u>BUS# 4065</u></b>
BRYANT WOODS ES

*Regards,*

*Heather Driskill*

**Transportation Router**

*HCPSS Student Transportation Office*

*5451 Beaverkill Road, Columbia MD 21044*

**From:** [Heather Driskill](#)  
**To:** [Cecelia Ferdows](#); [Kami Moody](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)  
**Cc:** [Melissa A. Marchetti](#); [Adam Downes](#); [Alexia K. Couch](#); [James C. Fritz](#); [Bill Stolis](#); [Francesca A. Graham](#)  
**Subject:** ZUM Bus Driver Directions - START DATE 9.1.23  
**Date:** Wednesday, August 30, 2023 3:22:00 PM  
**Attachments:** [Route Sheet - Veterans ES - ZUM Bus# 4006 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Centennial Lane ES - ZUM Bus# 4008 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Centennial Lane ES - ZUM Bus# 4009 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Veterans ES - ZUM Bus# 4010 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Pointers Fun ES - ZUM Bus# 4013 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Longfellow ES - ZUM Bus# 4014 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Lake Elkhorn MS - ZUM Bus# 4015 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Running Brook ES - ZUM Bus# 4027 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Veterans ES - ZUM Bus# 4030 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Longfellow ES - ZUM Bus# 4063 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Stevens Forest ES - ZUM Bus# 4070 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Atholton ES - ZUM Bus# 4071 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Running Brook ES - ZUM Bus# 4074 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Jeffers Hill ES - ZUM Bus# 4077 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Bryant Woods ES - ZUM Bus# 4084 - START DATE - 9.1.23.pdf](#)  
[Route Sheet - Pointers Run ES - ZUM Bus# 4100 - START DATE - 9.1.23.pdf](#)

---

Good afternoon Zum Team,

See below list of Bus# and Schools.  
Driver Directions are attached.

***All students are due to start bus service on Friday, 9.1.23.***

<b>Start Date 9/1</b>
<b><u>BUS# 4006</u></b>
VETERANS ES

<b><u>BUS# 4008</u></b>
CENTENNIAL LANE ES

<b><u>BUS# 4009</u></b>
CENTENNIAL LANE ES

<b><u>BUS# 4010</u></b>
VETERANS ES

<b><u>BUS# 4013</u></b>
POINTERS RUN ES

--

**BUS# 4014**

LONGFELLOWS ES

**BUS# 4015**

LAKE ELKHORN MS

**BUS# 4027**

RUNNING BROOK ES

**BUS# 4030**

VETERANS ES

**BUS# 4063**

LONGFELLOW ES

**BUS# 4070**

STEVENS FOREST ES

**BUS# 4071**

ATHOLTON ES

**BUS# 4074**

RUNNING BROOK ES

**BUS# 4077**

JEFFERS HILL ES

**BUS# 4084**

BRYANT WOODS ES

**BUS# 4100**

POINTERS RUN ES

*Regards,*

*Heather Driskill*

**Transportation Router**

*HCPSS Student Transportation Office*

*5451 Beaverkill Road, Columbia MD 21044*

**From:** [Lipi Sanghi](#)  
**To:** [Shilpan Patel](#)  
**Cc:** [Adam Downes](#)  
**Subject:** [External] Re: HS to ARL AM shuttle updates  
**Date:** Wednesday, August 30, 2023 2:59:22 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 Shilpan

Adam - nice to e-meet you. Thanks for working on routing and communicating the changes with the Zum team. As Shilpan mentioned, if you could include me going forward in any future communications that would be greatly appreciated. I am working on fine tuning some of the route change ingestion processes and getting the sheets directly would help tremendously with speed and efficiency.

Thanks in advance,  
Lipi

On Tue, Aug 29, 2023 at 8:03 PM Shilpan Patel <[spatel@ridezum.com](mailto:spatel@ridezum.com)> wrote:

Thanks Adam!

Can you add Lipi Sangshi on all files you send over going forward? She's on our product team and will be able to help with the accuracy.

Her email is [lsanghi@ridezum.com](mailto:lsanghi@ridezum.com).

Sincerely,

On Aug 29, 2023, at 6:06 PM, Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)> wrote:

Modified the time in the morning on each ARL run so it shows the bus leaving the high school at 8:05am. This will ensure that all buses have arrived and can get on the ARL shuttle. Please start asap. Thank you!!!

<Driver Directions.pdf>

**From:** [Vivek Garg](#)  
**To:** [Stephen Cowles](#)  
**Cc:** [Jahantab Siddiqui](#)  
**Subject:** [External] Re: HCPSS  
**Date:** Wednesday, August 30, 2023 2:59:14 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.**

Hello Stephen,

Please let me know when you would like to speak, I will give you a call.

Also, I can be reached at [REDACTED].

Best,

On Wed, Aug 30, 2023 at 11:30 Stephen Cowles <[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)> wrote:

Sounds good, thank you. I will pull the regulations regarding charter buses or other potential temporary services to be reviewed and considered.

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.

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

From: Jahantab Siddiqui <[Jahantab\\_Siddiqui@hcpss.org](mailto:Jahantab_Siddiqui@hcpss.org)>  
Sent: Wednesday, August 30, 2023 2:24 PM  
To: Vivek Garg <[vivek@ridezum.com](mailto:vivek@ridezum.com)>; Stephen Cowles <[Stephen\\_Cowles@hcpss.org](mailto:Stephen_Cowles@hcpss.org)>  
Subject: HCPSS

Vivek and Stephen, connecting you both by email.

Please follow up and meet to discuss how we can work together to address the twenty remaining routes temporarily.

Thank you,  
Jahantab

**From:** [Kelly M. Grenzer](#)  
**To:** [Horace Baker](#); [Kraig Nussbaum](#); [kmoody@zumsf.com](mailto:kmoody@zumsf.com)  
**Cc:** [Patrick J. Saunderson](#); [Justin FitzGerald](#); [Gillian Spivey](#); [Varinsa Washington](#); [Adam Downes](#); [Heather Driskill](#); [James C. Fritz](#)  
**Subject:** Re: bus 4027 at RBES  
**Date:** Wednesday, August 30, 2023 2:37:16 PM

---

Thank you, Alex!

Was the middle route adjusted? We need to inform parents of our most vulnerable students. This is a massive safety concern.

Get [Outlook for iOS](#)

---

**From:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 2:31:21 PM  
**To:** Kelly M. Grenzer <[Kelly\\_Grenzer@hcpss.org](mailto:Kelly_Grenzer@hcpss.org)>; Kraig Nussbaum <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>; [kmoody@zumsf.com](mailto:kmoody@zumsf.com) <[kmoody@zumsf.com](mailto:kmoody@zumsf.com)>  
**Cc:** Patrick J. Saunderson <[Patrick\\_Saunderson@hcpss.org](mailto:Patrick_Saunderson@hcpss.org)>; Justin FitzGerald <[Justin\\_FitzGerald@hcpss.org](mailto:Justin_FitzGerald@hcpss.org)>; Gillian Spivey <[Gillian\\_Spivey@hcpss.org](mailto:Gillian_Spivey@hcpss.org)>; Varinsa Washington <[Varinsa\\_Washington@hcpss.org](mailto:Varinsa_Washington@hcpss.org)>; Adam Downes <[Adam\\_Downes@hcpss.org](mailto:Adam_Downes@hcpss.org)>; Heather Driskill <[Heather\\_Driskill@hcpss.org](mailto:Heather_Driskill@hcpss.org)>; James C. Fritz <[James\\_Fritz@hcpss.org](mailto:James_Fritz@hcpss.org)>  
**Subject:** Re: bus 4027 at RBES

Kelly,

My apologies for the horrible service. We are working with the bus contractor to get their buses on time. Thanks so much for your patience.

Alex

**H. Alex Baker**  
**Area Manager**  
**Student Transportation Office**  
**Howard County Public School System**  
**410-313-6734**  
[horace\\_baker@hcpss.org](mailto:horace_baker@hcpss.org)

---

**From:** Kelly M. Grenzer <[Kelly\\_Grenzer@hcpss.org](mailto:Kelly_Grenzer@hcpss.org)>  
**Sent:** Wednesday, August 30, 2023 12:24 PM  
**To:** Horace Baker <[Horace\\_Baker@hcpss.org](mailto:Horace_Baker@hcpss.org)>; Kraig Nussbaum <[Kraig\\_Nussbaum@hcpss.org](mailto:Kraig_Nussbaum@hcpss.org)>  
**Cc:** Patrick J. Saunderson <[Patrick\\_Saunderson@hcpss.org](mailto:Patrick_Saunderson@hcpss.org)>; Justin FitzGerald <[Justin\\_FitzGerald@hcpss.org](mailto:Justin_FitzGerald@hcpss.org)>; Gillian Spivey <[Gillian\\_Spivey@hcpss.org](mailto:Gillian_Spivey@hcpss.org)>  
**Subject:** bus 4027 at RBES

Hello,

The driver from bus 4027 arrived at RBES yesterday for dismissal at 4:45, all the parents from that bus had already come to pick up their children.



In speaking with the driver, she made it very clear that she is not able to complete her middle school route and get here before 4:45.

We have several students that were originally slated for bus 67 and were on the bus 67 roster that have ridden that bus for years that have been pulled off to 4027, the students were crying and upset yesterday that they could not board bus 67. The parents were equally upset about specialized transportation not arriving for their children.

Bus 4027 has not come to RBES for arrival yet this year.

We have several students on that bus now but even more starting on Thursday with the RECC program.

Please let me know if bus number 4027 route has been adjusted so she can arrive to transport our neediest students. We look forward to hearing from you.

Kelly Grenzer  
Assistant Principal  
Running Brook Elementary School

**From:** [Jahantab Siddiqui](#)  
**To:** [Vivek Garg](#)  
**Subject:** FW: Buses that didn't show up  
**Date:** Wednesday, August 30, 2023 2:04:00 PM

---

CHS 1501  
FQMS 231 & 232 (both specialized)  
BMMS 1055 & 1061  
TSES 1176 – specialized  
HES 4012  
CLES 1040  
HSES 1013  
EMMS 1051  
PMS 1020  
LEMS 4015  
OMHS 1177

**From:** [noreply@salesforce.com](mailto:noreply@salesforce.com) on behalf of [Zum Support](#)  
**To:** [Erinn M. Manack](#)  
**Subject:** [External] ZUM Support - Transportation (Field trip) [ ref:\_00D6AtpfT.\_500QglN7d:ref ]  
**Date:** Wednesday, August 30, 2023 1:56:35 PM

---

You don't often get email from 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 from ZUM,

Please provide us with the following information:

Contact First Name  
Contact Last Name  
School or Organization Name  
Contact Email  
Contact Phone Number  
Event Type  
Number of Total Passengers  
Date of Trip  
Pick Up Address  
City  
State  
Zip  
Pick Up Time  
Is it a Roundtrip  
Destination Address  
City  
State  
Zip  
Does the trip involve multiple stops?  
Return Pick Up Time  
Return Pick Up Address  
Return Pick Up City  
Return Pick Up State  
Return Pick Up Zip  
Other Notes (If multiple stops, leave them here)

Once information above is submitted, our representatives will forward it to the team in charge and you will be contacted within 48 hrs.

Thank you,  
Zūm Support  
1.855.RIDEZUM (1.855.743.3986)  
Support Hours: Monday to Friday 6:00 AM - 9:00 PM PST 

ref:\_00D6AtpfT.\_500QglN7d:ref

**From:** [Sarah Skinner](#)  
**To:** [Dulce Boyer](#)  
**Cc:** [HCPSS Field and Athletic Trips](#)  
**Subject:** [External] HCPSS Field Trips Follow Up  
**Date:** Wednesday, August 30, 2023 1:32:24 PM

---

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.**

Hello Ms. Boyer,

HCPSS Team, please follow up with Ms. Boyer regarding some upcoming Field Trip requests.

Thank you!

Best,  
Sarah

Sarah Skinner  
Vice President of Strategic Partnerships

[sarah@ridezum.com](#)

[Zūm Services, Inc.](#)



**From:** [Thomas Durrett](#)  
**To:** [Joseph A. Thomas](#)  
**Subject:** Re: [External] 8/30 Athletic Trip  
**Date:** Wednesday, August 30, 2023 12:39:24 PM

---

Hi Joseph,

We are all set for the trip this afternoon. Is there a specific location at the school bus should go for the pickup?

On Tue, Aug 29, 2023 at 5:51 PM Joseph A. Thomas <[Joseph\\_Thomas@hcpss.org](mailto:Joseph_Thomas@hcpss.org)> wrote:  
approx. 8:30 PM

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 5:24 PM  
**To:** Joseph A. Thomas <[Joseph\\_Thomas@hcpss.org](mailto:Joseph_Thomas@hcpss.org)>  
**Subject:** [External] 8/30 Athletic Trip

You don't often get email from [tdurrett@ridezum.com](mailto:tdurrett@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 Joseph,

Can you confirm the number of passengers for tomorrow trip along with the return time ?

**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:** [Adam Downes](#)  
**Cc:** [Vivek Garg](#)  
**Subject:** [External] Route Changes  
**Date:** Wednesday, August 30, 2023 11:24:07 AM

---

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Adam,

Given all that is going on it is difficult to implement route changes and so far you have sent many that have not been done. How can we stop changes until things settle down?

Thanks

Liz



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



Sender notified by  
[Mailtrack](#)

**From:** [Thomas Durrett \(via Google Sheets\)](#)  
**To:** [Joseph A. Thomas](#)  
**Cc:** [mngo@ridezum.com](mailto:mngo@ridezum.com)  
**Subject:** Spreadsheet shared with you: "Long Reach Athletic Trips"  
**Date:** Wednesday, August 30, 2023 11:21:38 AM

---

## Thomas Durrett shared a spreadsheet



Thomas Durrett ([tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)) has invited you to **edit** the following spreadsheet:



Long Reach Athletic Trips



Thomas Durrett is outside your organization.

Open

If you don't want to receive files from this person, [block the sender](#) from Drive

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA  
You have received this email because [tdurrett@ridezum.com](mailto:tdurrett@ridezum.com) shared a spreadsheet with you from Google Sheets.





**From:** [Stan Hernandez](#)  
**To:** [Francesca A. Graham](#)  
**Subject:** [External] Fwd: List of 20 Routes  
**Date:** Wednesday, August 30, 2023 10:50:35 AM  
**Attachments:** [List of 20 routes.pdf](#)

---

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**Stan Hernandez**  
*General Manager, LA Spring St*  
  
**Zūm Services, Inc.**

----- Forwarded message -----  
From: **Stan Hernandez** <[shernandez@zumsf.com](mailto:shernandez@zumsf.com)>  
Date: Wed, Aug 30, 2023 at 10:40 AM  
Subject: List of 20 Routes  
To: <[frsncesca\\_grahm@hcpss.org](mailto:frsncesca_grahm@hcpss.org)>

Here are the 20 routes we gave back to the district/

**Stan Hernandez**  
*General Manager, LA Spring St*  
**Zūm Services, Inc.**

**From:** [Daniel J. Blue](#)  
**To:** [kmoody@zumsf.com](mailto:kmoody@zumsf.com)  
**Subject:** Field Trip for Dunloggin Middle School  
**Date:** Wednesday, August 30, 2023 9:16:27 AM

---

Kami,

My name is Dan Blue and I am a science teacher at Dunloggin Middle School in Howard County. I am scheduling a field trip to the Baltimore Harbor (drop off at the National Aquarium) for Monday, October 16th. We would need to depart DMS at 8:30am and return at 2:30pm. Please let me know if you can cover this trip and the cost of the bus as soon as possible. Thanks!

Dan Blue  
Dunloggin Middle School  
Science Teacher/ Environmental Education Coordinator

**From:** [Daniel J. Blue](#)  
**To:** [kmody@zumsf.com](mailto:kmody@zumsf.com)  
**Subject:** Bus for Field Trip (Dunloggin Middle School)  
**Date:** Wednesday, August 30, 2023 9:15:03 AM

---

Kami,

My name is Dan Blue and I am a science teacher at Dunloggin Middle School in Howard County. I am scheduling a field trip to the Baltimore Harbor (drop off at the National Aquarium) for Monday, October 16th. We would need to depart DMS at 8:30am and return at 2:30pm. Please let me know if you can cover this trip and the cost of the bus as soon as possible. Thanks!

Dan Blue  
Dunloggin Middle School  
Science Teacher/ Environmental Education Coordinator

**From:** [Brian Rau](#)  
**To:** [Thomas Durrett](#)  
**Subject:** Re: [External] Re: Template  
**Date:** Wednesday, August 30, 2023 9:11:09 AM  
**Attachments:** [Fall Bus Schedule 2023 Mt. Hebron High School.xlsx](#)

---

Thomas,

It was nice speaking with you this morning. I look forward to working with you this year on Athletic Trips for Mt. Hebron High School.

I have attached a document with the trips we will need for this fall for athletics. Please don't hesitate to reach out if you have any questions. Best way to get in touch is my cell. [REDACTED]  
[REDACTED]

Brian Rau, CAA  
Athletics and Activities Manager  
Mount Hebron High School

UNLESS someone like you cares a whole awful lot, nothing is going to get better. It's not.

Dr. Seuss

---

**From:** Thomas Durrett <tdurrett@ridezum.com>  
**Sent:** Tuesday, August 29, 2023 2:38 PM  
**To:** Brian Rau <Brian\_Rau@hcpss.org>  
**Cc:** Mark Ngo <mngo@ridezum.com>  
**Subject:** Re: [External] Re: Template

If you could put any new trips that you have not already provided on the new sheet that would be great. I will add what you have already sent to us to that new sheet.

On Tue, Aug 29, 2023 at 2:11 PM Brian Rau <[Brian\\_Rau@hcpss.org](mailto:Brian_Rau@hcpss.org)> wrote:

Thomas,

Do you want this spreadsheet for additional trips or for all the trips for the fall? Do you currently have our trips listed and this is for additional trips?

Brian Rau, CAA  
Athletics and Activities Manager  
Mount Hebron High School

UNLESS someone like you cares a whole awful lot, nothing is going to get better. It's not.

Dr. Seuss

---

**From:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>  
**Sent:** Tuesday, August 29, 2023 8:46 AM  
**To:** Brian Rau <[Brian\\_Rau@hcpss.org](mailto:Brian_Rau@hcpss.org)>  
**Cc:** Mark Ngo <[mngo@ridezum.com](mailto:mngo@ridezum.com)>  
**Subject:** [External] Re: Template

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Hi Brian,

Working on confirming tomorrow's trip now. Will let you know as soon as it's confirmed.

Here is the sheet to use moving forward.



On Tue, Aug 29, 2023 at 8:40 AM Brian Rau <[Brian\\_Rau@hcpss.org](mailto:Brian_Rau@hcpss.org)> wrote:  
Thomas

Can you please confirm the trip for tomorrow and please send over any template we will use moving forward.

Sent from my iPhone

**From:** [Adam Downes](#)  
**To:** [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#); [cferdows@ridezum.com](mailto:cferdows@ridezum.com)  
**Cc:** [Horace Baker](#); [Varinsa Washington](#); [Sandra Kelly](#)  
**Subject:** HaHS bus 1100 updated run sheets, 8/30/23  
**Date:** Wednesday, August 30, 2023 8:59:58 AM  
**Attachments:** [Driver Directions.pdf](#)

---

**Stop Added:**

- 9860 Washington Blvd

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

Thank you!

**From:** [Christopher Reagle](#)  
**To:** [Thomas Durrett](#); [Jack Davis](#)  
**Cc:** [Cecilia Ferdows](#); [Sarah Skinner](#); [Mark Ngo](#); [Jarrett Ingram](#)  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template  
**Date:** Wednesday, August 30, 2023 8:59:43 AM  
**Attachments:** [Outlook-1520964437.png](#)

---

Hi,

I received the google sheet yesterday and completed it for Glenelg.

Christopher Reagle  
Athletics and Activities Manager  
Glenelg High School

---

**From:** Thomas Durrett <tdurrett@ridezum.com>  
**Sent:** Wednesday, August 30, 2023 8:55 AM  
**To:** Jack Davis <Jack\_Davis@hcpss.org>  
**Cc:** Cecilia Ferdows <cferdows@ridezum.com>; Sarah Skinner <sarah@ridezum.com>; Mark Ngo <mngo@ridezum.com>; Christopher Reagle <Christopher\_Reagle@hcpss.org>; Jarrett Ingram <Jarrett\_Ingram@hcpss.org>  
**Subject:** Re: [External] HCPSS Athletic / Field Trips Template

Hi Jack,

Working on this now. I will get the sheet sent over now.

On Wed, Aug 30, 2023 at 8:49 AM Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)> wrote:

Did you decide you could pick up the extra trips at Marriotts Ridge and Glenelg for athletics? If so, did you send them a google spreadsheet? I have added the athletic directors for both schools on this email.

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:** Thomas Durrett <[tdurrett@ridezum.com](mailto:tdurrett@ridezum.com)>

**Sent:** Monday, August 28, 2023 11:45 AM

**Cc:** Cecilia Ferdows <[cferdows@ridezum.com](mailto:cferdows@ridezum.com)>; Jack Davis <[Jack\\_Davis@hcpss.org](mailto:Jack_Davis@hcpss.org)>; Sarah Skinner <[sarah@ridezum.com](mailto:sarah@ridezum.com)>; Mark Ngo <[mngo@ridezum.com](mailto:mngo@ridezum.com)>

**Subject:** [External] HCPSS Athletic / Field Trips Template

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**! 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,

My name is Thomas Durrett. I will be working with you going forward on getting all athletic / field trips scheduled. I have noticed in a previous request that required information for us to schedule / quote has been missing. I will be creating a template to use going forward and sending it out shortly.

Please let me know if you have any questions.

Thomas Durrett



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



**From:** [Nykia Mapson](#)  
**To:** [Monica Pringle](#); [Sandra Kelly](#); [Transportation](#); [Horace Baker](#); [kmoody@zumsf.com](mailto:kmoody@zumsf.com)  
**Cc:** [Heather Moraff](#)  
**Subject:** Re: Confirm SPED BUS 4013 Routes  
**Date:** Wednesday, August 30, 2023 8:00:07 AM  
**Attachments:** [Outlook-ijwcibar.png](#)

---

Thank you so much for confirming, Monica.

We understand everyone is working extremely hard and we appreciate everything that is being done to ensure our students are getting home safely.

Please note that the driver of 4013 told our staff that she is not able to get to HES before 4:30. This is 1 hour and 20 minutes after our dismissal time.

Last year, the Transportation Office sent community messages to families for delays, are they doing the same this year? We will try our best to communicate at the school level, but it is hard to communicate when we do not know estimated arrival times. We want to ensure families receive some form of communications especially for our most vulnerable students.

We will also need to ensure our students have close adult support until buses arrive.

Can you please take a look at the afternoon arrival times at HES and let us know what time we can anticipate bus 4013 to arrive today?

Thank you so much for your help.

Please feel free to give me a call if this is easier.

All the best,  
Nykia

Nykia Mapson  
Assistant Principal  
Hammond Elementary School

*Relator ~ Learner ~ Achiever ~ Arranger ~ Significance*

---

**From:** Monica Pringle <Monica\_Pringle@hcpss.org>

**Sent:** Tuesday, August 29, 2023 10:16 PM

**To:** Nykia Mapson <Nykia\_Mapson@hcpss.org>; Sandra Kelly <Sandra\_Kelly@hcpss.org>; Transportation <Transportation@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>; chayes@ridezum.com <chayes@ridezum.com>

**Cc:** Heather Moraff <Heather\_Moraff@hcpss.org>

**Subject:** Re: Confirm SPED BUS 4013 Routes

Good evening,

This route covers:

AHS 2:45

HES 3:10

PRES 3:45



**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:** Nykia Mapson <Nykia\_Mapson@hcpss.org>

**Sent:** Tuesday, August 29, 2023 4:38 PM

**To:** Sandra Kelly <Sandra\_Kelly@hcpss.org>; Monica Pringle <Monica\_Pringle@hcpss.org>; Transportation <Transportation@hcpss.org>; Horace Baker <Horace\_Baker@hcpss.org>; chayes@ridezum.com <chayes@ridezum.com>

**Cc:** Heather Moraff <Heather\_Moraff@hcpss.org>

**Subject:** Confirm SPED BUS 4013 Routes

Good afternoon,

SPED Bus 4013 showed up an hour late to Hammond ES.

The driver shared her frustration with our staff and explained to us that her routes take her to Fulton ES at 2:45, making it impossible for her to get to us by 3:17pm as stated on the HES routes.

Fulton dismisses at 3:45 so I'm not sure if she is confused. We do not have Fulton's routes to confirm her confusion.

Can you please confirm this driver's routes?

Thank you,

Nykia Mapson  
Assistant Principal  
Hammond Elementary School

*Relator ~ Learner ~ Achiever ~ Arranger ~ Significance*

**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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**! 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

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