

From: [Michael Senisi](#)
To: [Thomas Durrett](#)
Cc: [Mark Ngo](#)
Subject: Re: [External] Week 9/5-9/10 Athletic trip confirmation
Date: Monday, September 4, 2023 7:53:46 PM

Hi Thomas,
I guess all pickups this week will be at 4:30pm for all athletic trips. Assuming that this will not be a problem for volleyball , soccer and field hockey this week?
Mike Senisi

Sent from my iPhone

On Sep 4, 2023, at 11:59 AM, Thomas Durrett <tdurrett@ridezum.com> wrote:

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

Hi Michael,

Is it possible to push any of these pickup times to 4:30? If we can move times between 4:30/5PM we will be able to accommodate more at this time.

As of now I can only confirm the two Saturday trips for Cross country and Varsity Volleyball.

From: [Joseph A. Thomas](#)
To: [Thomas Durrett](#)
Subject: Re: [External] Week 9/5-9/10 Long Reach Athletics Trip Confirmation
Date: Monday, September 4, 2023 7:40:05 PM

yes

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Monday, September 4, 2023 7:10 PM
To: Joseph A. Thomas <Joseph_Thomas@hcpss.org>
Subject: Re: [External] Week 9/5-9/10 Long Reach Athletics Trip Confirmation

Hi Joseph,

I don't think that should be a problem. Is it to Atholton High School?

On Mon, Sep 4, 2023 at 4:30 PM Joseph A. Thomas <Joseph_Thomas@hcpss.org> wrote:
Can we do 2 busses for football at 4:30 on Thursday 9/7. Please confirm

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Monday, September 4, 2023 3:45 PM
To: Joseph A. Thomas <Joseph_Thomas@hcpss.org>
Cc: Mark Ngo <mngo@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>
Subject: [External] Week 9/5-9/10 Long Reach Athletics Trip Confirmation

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Hi Joe,

Can Any of your athletic trips this week's time be pushed back to 4:30/5PM? At this moment anything before 4:30 we will not be able to accommodate.

We are all confirmed for the trips below.

9/7 - 5PM Field Hockey
9/8 - 5:15PM Varsity Football (2 buses)
9/9 - 7AM Cross Country

From: [Troy Stevenson](#)
To: [Thomas Durrett](#)
Cc: [Mark Ngo](#); [Jack Davis](#)
Subject: Re: [External] Week 9/5-9/10 Oakland Mills Athletics Trip Confirmation
Date: Monday, September 4, 2023 7:05:07 PM

Ty

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From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Monday, September 4, 2023 7:02:38 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Cc: Mark Ngo <mngo@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>
Subject: Re: [External] Week 9/5-9/10 Oakland Mills Athletics Trip Confirmation

Hi Troy,

We are confirmed for the below trips tomorrow.

9/5 - 4:30PM Volleyball to Reservoir High school
9/5 - 5Pm Field Hockey pickup to Glen Burnie High school

On Mon, Sep 4, 2023 at 6:45 PM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:
My field hockey bus is for tomorrow/Tuesday

Also need a 4:30 bus going to Reservoir for tomorrow Tuesday for Volleyball

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From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Monday, September 4, 2023 1:28:07 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Cc: Mark Ngo <mngo@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>
Subject: [External] Week 9/5-9/10 Oakland Mills Athletics Trip Confirmation

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Hi Tory,

Can any of your athletic trips this week's time be pushed back to 4:30/5PM pickup? At this moment anything before 4:30 we will not be able to accommodate.

We are all confirmed for the trips below.

9/6 - 5PM Varsity Field Hockey
9/9 - 7AM Cross Country

9/9 - 6:45AM Girls Varsity Soccer

From: [HCPSS Trips](#)
To: [Gwendolyn Everett](#)
Cc: [Lisa J. Smith](#); [Mark Ngo](#); [HCPSS Field and Athletic Trips](#)
Subject: [External] Re: field trip request
Date: Monday, September 4, 2023 6:58:29 PM

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

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Hi Ms Everett,

I will work on this now and get back to you Wednesday, September 6th with a confirmation.

On Mon, Sep 4, 2023 at 4:54 PM Gwendolyn Everett <Gwendolyn_Everett@hcpss.org> wrote:

Hello Ms. Skinner,

I am contacting you from Hammond Middle School in HCPSS. We would like to reserve 5 passenger buses, with each seating 48 persons, on Friday, Oct. 6, to travel Terrapin Adventures located at 8600 Foundry St., Savage, MD, 20763.

Our goal is to accommodate 196 students and staff. We hope to arrive at our destination at 9:30 a.m. (with a departure from HMS at 9:00) and return to the school by 2:00 p.m. (with a departure from Terrapin Adventures at 1:30).

Please confirm if you can accommodate this field trip request within 2 business days. If you can accommodate this request, thank you in advance for emailing me a quote for this field trip in your reply. I hope to hear from you by Thursday morning.

Gwen Everett

**English Language Arts
6th Grade Team Leader
Hammond Middle School
Howard County Public School System**

~ Make A Difference


From: [David W. Ramsay](#)
To: [Liz Sanchez](#)
Cc: [Adam Downes](#); [Brian Nevin](#); cferdows@zumsf.com; serena@ridezum.com; shernandez@zumsf.com; spatel@ridezum.com; vivek@ridezum.com
Subject: Re: Spreadsheet shared with you: "Howard Route Issues"
Date: Monday, September 4, 2023 6:55:00 PM

Thank you Liz and enjoy your evening.

Sent from my iPhone

On Sep 4, 2023, at 6:50 PM, Liz Sanchez (via Google Sheets) <drive-shares-dm-noreply@google.com> wrote:

Liz Sanchez shared a spreadsheet

 | Liz Sanchez (liz@ridezum.com) has invited you to **edit** the following spreadsheet:

Hi David! Thanks so much for starting this list! I have moved it to a google doc so that we can all track and review the latest and greatest. Let's use this sheet and discuss as needed. I will also add whatever feedback we received this weekend tomorrow. Have a great evening.

 Howard Route Issues



[Liz Sanchez](#) is outside your organization.

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

You have received this email because liz@ridezum.com
shared a spreadsheet with you from Google Sheets.



From: [Sarah Skinner](#)
To: [Gwendolyn Everett](#)
Cc: hcpss_trips@ridezum.com; [Lisa J. Smith](#); [Thomas Durrett](#)
Subject: [External] Re: field trip request
Date: Monday, September 4, 2023 6:30:49 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.

Hello,

Thank you for your inquiry. Our trips team will follow up with you shortly.

Best,
Sarah

Sarah Skinner
Vice President of Strategic Partnerships

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



On Mon, Sep 4, 2023 at 1:54 PM Gwendolyn Everett <Gwendolyn_Everett@hcpss.org> wrote:

Hello Ms. Skinner,

I am contacting you from Hammond Middle School in HCPSS. We would like to reserve 5 passenger buses, with each seating 48 persons, on Friday, Oct. 6, to travel Terrapin Adventures located at 8600 Foundry St., Savage, MD, 20763.

Our goal is to accommodate 196 students and staff. We hope to arrive at our destination at 9:30 a.m. (with a departure from HMS at 9:00) and return to the school by 2:00 p.m. (with a departure from Terrapin Adventures at 1:30).

Please confirm if you can accommodate this field trip request within 2 business days. If you can accommodate this request, thank you in advance for emailing me a quote for this field trip in your reply. I hope to hear from you by Thursday morning.

Gwen Everett
English Language Arts
6th Grade Team Leader
Hammond Middle School
Howard County Public School System

| ~ Make A Difference

From: [David W. Ramsay](#)
To: [Vivek Garg](#)
Subject: Re: [External] Vivek's Number
Date: Monday, September 4, 2023 6:18:48 PM

Hi Vivek,
Thank you!
David

Sent from my iPhone

On Sep 4, 2023, at 6:16 PM, Vivek Garg <vivek@ridezum.com> wrote:

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Hi David

My cell number is [REDACTED].

I will see you at the yard tomorrow morning.

Best,

From: [Monica Pringle](#)
To: [Puneet Katewa](#)
Subject: List with contact numbers and emails
Date: Monday, September 4, 2023 6:02:23 PM
Attachments: [Phone list.pdf](#)
[Outlook-fjdknxx.png](#)



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: [Adam Downes](#)
To: [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)
Cc: [Bill Stolis](#); [Brian Nevin](#)
Subject: RE: BSES bus 1179 updated run sheets, 9/2/23
Date: Monday, September 4, 2023 6:01:45 PM

PLEASE DISREGARD THE CHANGE BELOW. ALL HAS BEEN RESTORED. THANK YOU.

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: Adam Downes
Sent: Saturday, September 2, 2023 6:16 PM
To: Cecelia Ferdows <cferdows@ridezum.com>; Kami Moody <kmoody@zumsf.com>; Lipi Sanghi <lsanghi@ridezum.com>; Liz Sanchez <liz@ridezum.com>; Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>
Cc: Bill Stolis <Bill_Stolis@hcpss.org>; Brian Nevin <Brian_Nevin@hcpss.org>
Subject: BSES bus 1179 updated run sheets, 9/2/23
Importance: High

Stop Moved:

- **WESLEY LN @ STRATFORD CT (Was WESLEY LN @ SUTTON CT)**

Start Date: Thursday, 9/7/23

Thank you!

From: [David W. Ramsay](#)
To: [Liz Sanchez](#)
Subject: Issue Document
Date: Monday, September 4, 2023 4:57:50 PM

Please share with me.  [ZUM Route Issues.xlsx](#)

From: [Christopher Reagle](#)
To: [Thomas Durrett](#)
Cc: [Mark Ngo](#); [Jack Davis](#)
Subject: Re: [External] Week 9/5-9/10 Glenelg High School Athletic TripsAthletics Trip Confirmation
Date: Monday, September 4, 2023 4:49:12 PM

Thomas,

We have bus service at 430pm already, if you can't do an earlier bus we will be covered by our other contractor.

Christopher Reagle
Athletics and Activities Manager
Glenelg High School

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Monday, September 4, 2023 1:47 PM
To: Christopher Reagle <Christopher_Reagle@hcpss.org>
Cc: Mark Ngo <mngo@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>
Subject: [External] Week 9/5-9/10 Glenelg High School Athletic TripsAthletics Trip Confirmation

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Hi Christopher,

Can your athletic trips on Wednesday and Thursday be pushed back to pickup at 4:30/5PM?
At this moment anything before 4:30 we are not able to confirm.

From: [Jason Morton-Ortega](#)
To: [Melissa A. Marchetti](#); cferdows@ridezum.com; [Kami Moody](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)
Cc: [Jomika Tatum](#); [James C. Fritz](#); [Douglas Kampe](#); [Debra Eleam](#)
Subject: Re: Prek Income Eligible Info
Date: Monday, September 4, 2023 4:26:44 PM

Thank you, Melissa. My understanding is that there are still students who need to be added from our income-eligible PK students who are coming to BWES from CCES since we are the overflow.

Specifically, I've been working a lot with the parent of [REDACTED]. Is he in the process of being routed?

Thank you for your hard work!

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

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From: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Sent: Sunday, September 3, 2023 4:31 PM
To: cferdows@ridezum.com <cferdows@ridezum.com>; [Kami Moody](mailto:kmoody@zumsf.com) <kmoody@zumsf.com>; [Liz Sanchez](mailto:liz@ridezum.com) <liz@ridezum.com>; [Shilpan Patel](mailto:spatel@ridezum.com) <spatel@ridezum.com>; [Shiva Nagabushanaswamy](mailto:shiva@ridezum.com) <shiva@ridezum.com>
Cc: [Jason Morton-Ortega](mailto:Jason_Morton-Ortega@hcpss.org) <Jason_Morton-Ortega@hcpss.org>; [Jomika Tatum](mailto:Jomika_Tatum@hcpss.org) <Jomika_Tatum@hcpss.org>; [James C. Fritz](mailto:James_Fritz@hcpss.org) <James_Fritz@hcpss.org>; [Douglas Kampe](mailto:Douglas_Kampe@hcpss.org) <Douglas_Kampe@hcpss.org>; [Debra Eleam](mailto:Debra_Eleam@hcpss.org) <Debra_Eleam@hcpss.org>
Subject: Re: Prek Income Eligible Info

Updated route sheets for Bryant Woods ES Bus [REDACTED] after adding the Full Day Prek student below:

[REDACTED]
START DATE: Wednesday, September 7, 2023

Melissa A. Marchetti
Area Field Specialist
HCPSS Student Transportation Office

5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783



From: Douglas Kampe <Douglas_Kampe@hcpss.org>
Sent: Sunday, September 3, 2023 12:33 PM
To: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>
Cc: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>; Debra Eleam <Debra_Eleam@hcpss.org>; Jomika Tatum <Jomika_Tatum@hcpss.org>; James C. Fritz <James_Fritz@hcpss.org>
Subject: Re: Prek Income Eligible Info

They would, and I didn't realize you were an overflow site. Sorry about the confusion. I just make sure the student data is flowing as expected, but I don't do anything with routing students. Melissa will be routing these students.

Douglas Kampe

Technology Manager

W: (410) 313-1736

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

From: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>
Sent: Sunday, September 3, 2023 12:29 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Cc: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>; Debra Eleam <Debra_Eleam@hcpss.org>; Jomika Tatum <Jomika_Tatum@hcpss.org>; James C. Fritz <James_Fritz@hcpss.org>
Subject: Re: Prek Income Eligible Info

Thanks. However, some of the students are from Clemens crossing as we are the regional full day PK feeder for them. Wouldn't they receive transportation? They wouldn't be able to get on the BWES buses. Please advise

Sent from my iPhone

On Sep 3, 2023, at 12:25 PM, Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:

Hello,

This is the only student that does not have the prekindergarten report filled out for. [REDACTED]

The other 23 students are completed. Since they are all full day students, they will access their community bus.

Douglas Kampe

Technology Manager

W: (410) 313-1736

Office of Student Transportation

5451 Beaverkill Rd | Columbia, MD 21044

From: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>

Sent: Saturday, September 2, 2023 3:20 PM

To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>

Cc: Debra Eleam <Debra_Eleam@hcpss.org>; Jomika Tatum <Jomika_Tatum@hcpss.org>; Douglas Kampe <Douglas_Kampe@hcpss.org>; James C. Fritz <James_Fritz@hcpss.org>

Subject: Re: Prek Income Eligible Info

Okay thanks. Can you at least see all the additional PK income eligibility students now that Debra marked last week? They don't appear to be on the list.

Sent from my iPhone

On Sep 2, 2023, at 3:13 PM, Melissa A. Marchetti <Melissa_Marchetti@hcpss.org> wrote:

Jason, here's today's updated list of students assigned to special needs buses!

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office

5451 Beaverkill Road, Columbia MD 21044

Desk Phone#(410)313-0783

[REDACTED]

From: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>
Sent: Saturday, September 2, 2023 2:34 PM
To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Cc: Debra Eleam <Debra_Eleam@hcpss.org>; Jomika Tatum <Jomika_Tatum@hcpss.org>; Douglas Kampe <Douglas_Kampe@hcpss.org>
Subject: Re: Prek Income Eligible Info

Hi Melissa I believe she already figured it out with Brenda finkle and the correct boxes were checked last week. You said then you were hopeful for a Tuesday start. Do huh have an update on them?

Sent from my iPhone

On Sep 2, 2023, at 12:23 PM, Melissa A. Marchetti <Melissa_Marchetti@hcpss.org> wrote:

Hello Jason, I am including our Technology Manager, Doug Kampe, so he can help Ms. Eleam check the proper boxes so those students flow into our system and we can assign them buses.

Melissa A. Marchetti

Area Field Specialist

*HCPSS Student Transportation Office
5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783*



From: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>
Sent: Monday, August 28, 2023 11:40 AM
To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Cc: Debra Eleam <Debra_Eleam@hcpss.org>; Jomika Tatum <Jomika_Tatum@hcpss.org>
Subject: Re: Prek Income Eligible Info

Hi, Melissa. Thank you for the information below.

Unfortunately, we are still having some trouble figuring out where in Synergy to mark PK Income eligible. Are you able to call my registrar Debra Eleam and walk her through this process? We have multiple families from Clemens crossing that are requesting transportation.

Thank you for your support !

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

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From: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Sent: Thursday, August 24, 2023 12:41 PM
To: Jason Morton-Ortega <Jason_Morton-Ortega@hcpss.org>
Subject: Prek Income Eligible Info

Hey Jason, below is an email & snapshot of how Prek Income Eligible kiddos should flow into our system:

Everyone, I want to point out a problem we are going to have with income eligible pre-k students. Many registrars are not doing the process correctly to and they are not flagged as income eligible. The import processes looks for the flag (see picture), if there isn't a 'Y' it assigns the student to special services only. If you get calls from schools or parents regarding these students, the registrars NEED TO CORRECTLY REGISTER THE STUDENT. Until that happens, the import will put these kids back into special services only.

I understand this is going to generate some calls, but this needs to be fixed at the registration level. I cannot alter my processes to accommodate schools not completing their tasks. Let me know if you have questions.

<image.png>

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office

5451 Beaverkill Road, Columbia MD 21044

Desk Phone#(410)313-0783



<Bryant Woods ES Specialized Student Bus List SY 2023-24.pdf>

From: [Abhishek Garg \(via Google Slides\)](#)
To: [David W. Ramsay](#)
Cc: rchoudhary@ridezum.com; vivek@ridezum.com
Subject: Presentation shared with you: "HCPSS Bell time Analysis"
Date: Monday, September 4, 2023 3:43:16 PM

Abhishek Garg shared a presentation



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

Here are the slides from our earlier discussion



HCPSS Bell time Analysis



Abhishek Garg is outside your organization.

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

You have received this email because abhishek@ridezum.com shared a presentation with you from Google Slides.



From: [Thomas Durrett](#)
To: [Michael Salapata](#)
Subject: Re: [External] Week 9/5-9/10 Hammond Athletics Trip Confirmation
Date: Monday, September 4, 2023 2:52:01 PM

Hi Michael,

These have been confirmed now.

On Mon, Sep 4, 2023 at 1:39 PM Michael Salapata <Michael_Salapata@hcpss.org> wrote:

To start, I was able to push two back and I am working in the others. The new bus times are below and I will update the google sheet.

9/5, 9th/JV volleyball to Guilford Park, new bus time of 4:45

9/7, volleyball to Reservoir. New bus time is 4:30 pm.

Let me know when you can confirm these. Thanks

Michael Salapata
Athletics & Activities Manager
Hammond High School

On Sep 4, 2023, at 12:51 PM, Michael Salapata
<Michael_Salapata@hcpss.org> wrote:

Thanks Tom for the info. I will be in touch shortly as I have to make some calls

Michael Salapata
Athletics & Activities Manager
Hammond High School

On Sep 4, 2023, at 12:21 PM, Thomas Durrett
<tdurrett@ridezum.com> wrote:

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Hi Michael,

Can Any of your athletic trips this week's time be pushed back to 4:30/5PM? At this moment anything before 4:30 we will not be able to accommodate.

We are all confirmed for the trips below.

9/5 - 4:30PM Field Hockey
9/5 - 5PM Varsity Volleyball
9/7 - 5:15PM Field Hockey
9/9 - 7:30AM Cross Country

From: [Adam Downes](#)
To: [Vivek Garg](#); [Brian Nevin](#)
Cc: [Liz Sanchez](#)
Subject: RE: [External] Zum : ARL 1161 Resolution
Date: Monday, September 4, 2023 2:34:00 PM

The other contractor will be doing the ARL shuttle as well. Thank you for checking. Take care.

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: Vivek Garg <vivek@ridezum.com>
Sent: Monday, September 4, 2023 1:20 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Adam Downes <Adam_Downes@hcpss.org>
Cc: Liz Sanchez <liz@ridezum.com>
Subject: [External] Zum : ARL 1161 Resolution

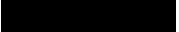
! CAUTION: This email originated from outside of HCPSS. Do not click links or open attachments, unless you recognize the sender and know the content is safe.

Hello Adam,

I had chatted with Brian briefly yesterday.

Route 1161 was assigned to a different contractor (this is among 20 routes canceled by us) but the ARL is still showing with Zum on our side.

Please can you clarify if we are supposed to run this ARL tomorrow or the contractor doing the route will?

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


275 Shoreline Dr Suite 200,
Redwood City,
CA 94065

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From: [Vivek Garg \(via Google Sheets\)](#)
To: [David W. Ramsay](#)
Cc: [abhishek@ridezum.com](#); [liz@ridezum.com](#)
Subject: Spreadsheet shared with you: "(Draft) HCPSS: Route Updates Protocol"
Date: Monday, September 4, 2023 2:28:54 PM

Vivek Garg shared a spreadsheet



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following spreadsheet:

David (copied here) and team have suggested this protocol for making any route changes.

Please do review and give feedback.



(Draft) HCPSS: Route Updates Protocol



Vivek Garg is outside your organization.

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You have received this email because vivek@ridezum.com shared a spreadsheet with you from Google Sheets.



From: [David W. Ramsay](#)
To: [Vivek Garg](#); [Abhishek Garg](#)
Subject: Route changes
Date: Monday, September 4, 2023 2:25:13 PM
Attachments: [Route Updates.xlsx](#)

Vivek and Abhishek,

I attached a draft proposal for route changes. Please review and provide feedback.

Thanks,

David

From: [Sandra L. Toler](#)
To: hcpss_trips@ridezum.com
Subject: Field Trip
Date: Monday, September 4, 2023 2:24:32 PM

I need to schedule a field trip for December 12, 2024 to
XFINITY Center
8500 Paint Branch Dr.
College Park, MD 20742

We will need 3 buses. We will need to leave Deep Run at 9:45. Could you please provide me a price as soon as possible. Thank you.

Sandra "Sandy" Toler
Fourth Grade Paraeducator
Deep Run Elementary School

Life is not measured by the breaths we take
BUT by the moments that take our breath away!

From: [Andrew Mormysh](#)
To: [Eric Morris](#)
Cc: [abhishek@ridezum.com](#); [Jennifer Elam](#); [Justin Benedict](#); [Shiva Nagabushanaswamy](#)
Subject: [External] Re: Howard County - File format questions.
Date: Monday, September 4, 2023 2:08:17 PM

You don't often get email from [andrew@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 Eric,

Thanks for the questions, we added clarifications to the doc (please refer to the online version in case we do further updates):

Summary:

1) Added a column to specify if a column is optional/required

2) Added format details:

- Comma-separated
- UTF-8 encoded
- Quoted values ("value")

3) Added SFTP transfer instructions (w/ a link to a separate doc)

--Andrew

On Mon, Sep 4, 2023 at 10:30 AM Eric Morris <Eric_Morris@hcpss.org> wrote:

Good afternoon,

I have some questions about the file you are requesting and the formatting of the file, just so we can make sure that what we are giving you is what you are expecting, since I do not need anything specified in the provided word document;

Can you tell me which fields are required?

How do you want the file to be delimited? Right now it is with a Pipe (|). Would you rather have a Comma (,)?

Would you like the data in quoted text?

The file we made was encoded UTF-8 which is generally only a problem with names that include accent marks. We have a number of students whose names include the marks so I want to make sure that you are decoding as UTF-8 and not UTF-16.

Thank you,

Eric Morris

Coordinator of the Student Information System

Howard County Public School System

From: [Thomas Durrett](#)
To: [Brandon A. Lauer](#)
Cc: [Mark Ngo](#); [Jack Davis](#)
Subject: [External] Week 9/5-9/10 Wild Lake Athletics Trip Confirmation
Date: Monday, September 4, 2023 1:51:26 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 Brandon,

Can any of your athletic trips this week's time be pushed back to 4:30/5PM pickup? At this moment anything before 4:30 we will not be able to accommodate.

At this time we can only confirm the below trips.

9/9 - 10AM Girls Soccer

9/9 - 7AM Cross Country

From: [Thomas Durrett](#)
To: [Christopher Reagle](#)
Cc: [Mark Ngo](#); [Jack Davis](#)
Subject: [External] Week 9/5-9/10 Marriotts Ridge Athletics Trip Confirmation
Date: Monday, September 4, 2023 1:37:42 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 Christopher,

Can any of your athletic trips this week's time be pushed back to 4:30/5PM pickup? At this moment anything before 4:30 we are not able to confirm.

From: [Thomas Durrett](#)
To: [Brian Rau](#)
Subject: [External] Week 9/5-9/10 Mt. Hebron Athletics Trip Confirmation
Date: Monday, September 4, 2023 1:03:31 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 Brian,

Can any of your athletic trips this week's time be pushed back to 4:30/5PM pickup? At this moment anything before 4:30 we will not be able to accommodate.

We are all confirmed for the trips below.

9/8 - 5:15PM Varsity Football 2 buses
9/9 - 3:30 PM Girls Soccer
9/9 - 7:30 AM Cross country 2 buses
9/9 - 7:30AM Varsity Volleyball
9/9 - 7:30AM Field Hockey

From: [Thomas Durrett](#)
To: [Jeannie Prevosto](#)
Cc: [Mark Ngo](#); [Jack Davis](#)
Subject: [External] Week 9/5-9/10 Centennial Athletics Trip Confirmation
Date: Monday, September 4, 2023 12:36:33 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 Jeannie,

Can Any of your athletic trips this week's time be pushed back to 4:30/5PM pickup? At this moment anything before 4:30 we will not be able to accommodate.

We are all confirmed for the trips below.

9/9 - 6:45AM Field Hockey
9/9 - 7AM Volleyball
9/9 - 7:15AM JV Boys Soccer
9/9 - 7:15AM Varsity Boys Soccer
9/9 - 9AM Varsity Girls Soccer
9/9 - 11:30AM JV Girls Soccer

From: [Jarrett Ingram](#)
To: [John DiPaula](#); [Pi Cayo](#); [Martin Vandenberg](#); [Mary Cherry](#); [Bowen's Bus Service, Inc.](#); [m.riggin1023@yahoo.com](#)
Cc: [Eungsuk Lee](#); [Quinn Khouri](#); [kdzsoccer@gmail.com](#); [Ginger Angell](#); [Thomas R. Minard](#); [Molly Milani](#); [Seth M. Willingham](#); [Brandon Lowe](#); [James Holzman](#); [Jamie Bullock](#); [Sarah Miller](#); [Jason M. Conley](#); [Thomas Brandel](#); [Amanda Shearer](#); [spatel@ridezum.com](#); [Brian Rau](#); [rhambor@bcps.org](#); [Troy Stevenson](#); [dkauffman@aacps.org](#); [Kaitlyn.Larimore@hcps.org](#); [Jack Davis](#)
Subject: MRHS Athletic Schedule 9/5-9/9
Date: Monday, September 4, 2023 12:26:47 PM
Attachments: [Outlook-3dng3cxi.png](#)
[Outlook-g3ddkqmy.png](#)
[Outlook-12zxwmsf.png](#)

Good Afternoon,

Below is the MRHS Athletic Schedule for 9/5-9/9. Due to an impending heat wave and transportation issues, some of these contests may have to be rescheduled. I apologize in advance and will communicate any new developments as soon as possible.

[@Bowen's Bus Service, Inc.](#)- Could you please cover any of our trips with a 430pm or later pickup time?

[@m.riggin1023@yahoo.com](#)- if you all are able to pick up any of our early trips (any trip before 430), please let me know ASAP- much appreciated!

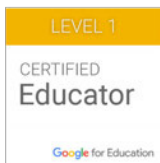
Date	Time	Opponent	Team	Bus Pick-Up
Tuesday 9/5	515pm	@ CM Wright	JV FH	330pm
Tuesday 9/5	645pm	@ CM Wright	Var FH	330pm
Tuesday 9/5	400pm	@ Mt Hebron	Fresh VB	300pm
Tuesday 9/5	500pm	@Mt Hebron	JV VB	300pm
Tuesday 9/5	600pm	@Mt Hebron	V VB	430pm
Tuesday 9/5	430pm	Severna Park (HOME)	JV G Soc	N/A
Tuesday 9/5	600pm	Severna Park (HOME)	V G Soc	N/A
Wednesday 9/6	430pm	@ Oakland Mills	JV B Soc	330pm
Wednesday 9/6	600pm	@ Oakland Mills	V B Soc	430pm
Wednesday 9/6	430pm	Oakland Mills (HOME)	JV G Soc	N/A
Wednesday 9/6	600pm	Oakland Mills (HOME)	V G Soc	N/A

Thursday 9/7	500pm	Oakland Mills (HOME)	V VB	N/A
Friday 9/8	430pm	Mt Hebron (HOME)	JV FB	N/A
Friday 9/8	700pm	Mt Hebron (HOME)	V FB	N/A
Saturday 9/9	900am	@ Centennial- ALL SCHOOLS	V XC	N/A
Saturday 9/9	600pm	@ Catonsville	V G Soc	N/A
Saturday 9/9	800pm	@ Catonsville	V B Soc	N/A

Thank You,

Jarrett Ingram, CAA

Athletics & Activities Manager, Marriotts Ridge High School



From: [Horace Baker](#)
To: [Sandra Kelly](#); [Nykia Mapson](#); [Monica Pringle](#); chayes@ridezum.com
Cc: [Heather Moraff](#); [Varinsa Washington](#)
Subject: Re: Confirm SPED BUS 4013 Routes
Date: Monday, September 4, 2023 12:21:36 PM

Thanks Sandy!

H. Alex Baker
Area Manager
Student Transportation Office
Howard County Public School System
410-313-6734
horace_baker@hcpss.org

From: Sandra Kelly <Sandra_Kelly@hcpss.org>
Sent: Monday, September 4, 2023 10:15 AM
To: Nykia Mapson <Nykia_Mapson@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: Re: Confirm SPED BUS 4013 Routes

Good morning,
Here are the current routes.

Sandy Kelly
Transportation Router
HCPSS Transportation Office
410-313-1737

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: [Liz Sanchez](#)
To: [Brian Nevin](#)
Cc: [Jahantab Siddiqui](#)
Subject: Re: [External] Route Cards
Date: Monday, September 4, 2023 12:06:26 PM

Oh no, for the future. We have the ones you gave us. Thank you!



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



Sender notified by
[Mailtrack](#)

On Mon, Sep 4, 2023 at 11:46 AM Brian Nevin <Brian_Nevin@hcpss.org> wrote:

Hi Liz,

I have added Jahantab to the thread. Are you in need of them for tomorrow morning or just planning for the future?

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

From: Liz Sanchez <liz@ridezum.com>
Sent: Monday, September 4, 2023 11:30 AM
To: Brian Nevin <Brian_Nevin@hcpss.org>
Subject: [External] Route Cards

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

Brian,

Is there any way we can get another set of those route cards that you had printed for us? Just want to have an extra set just in case. We can pay for them, no problem.



Liz Sanchez

Executive Vice President

Zum Services, Inc

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



Sender notified by
[Mailtrack](#)

From: [Sarah Skinner](#)
To: [Michael Senisi](#)
Cc: [HCPSS Field and Athletic Trips](#); [Thomas Durrett](#); [Jack Davis](#); [Joseph A. Thomas](#); [Brandon A. Lauer](#); [Brian Rau](#); [Meghan Kulzer](#); [derek Phillips](#); [Michael Constantine](#); [Mollie Belson](#); [Alli Culp](#)
Subject: [External] Re: Bus Confirmation for tomorrow and week
Date: Monday, September 4, 2023 11:57:33 AM

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

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

Hi Michael,

I'm so sorry you have not yet received confirmation. I will check with the team and get back to you shortly.

Thank you.

Best,

Sarah

Sarah Skinner

Vice President of Strategic Partnerships



sarah@ridezum.com

[Züm Services, Inc.](#)



On Mon, Sep 4, 2023 at 8:47 AM Michael Senisi <Michael_Senisi@hcpss.org> wrote:

At this time, I do not see any confirmations on the google doc for Atholton HS's athletic event tomorrow and for the remainder of the week. Please advise.

Thank you,
Mike Senisi

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

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From: [Michael Senisi](#)
To: [HCPSS Field and Athletic Trips](#); [Thomas Durrett](#); [Sarah Skinner](#)
Cc: [Jack Davis](#); [Joseph A. Thomas](#); [Brandon A. Lauer](#); [Brian Rau](#); [Meghan Kulzer](#); [derek Phillips](#); [Michael Constantine](#); [Mollie Belson](#); [Alli Culp](#)
Subject: Bus Confirmation for tomorrow and week
Date: Monday, September 4, 2023 11:47:12 AM

At this time, I do not see any confirmations on the google doc for Atholton HS's athletic event tomorrow and for the remainder of the week. Please advise.

Thank you,
Mike Senisi

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

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From: [Sandra Kelly](#)
To: [Nykia Mapson](#); [Monica Pringle](#); [Transportation](#); [Horace Baker](#); chayes@ridezum.com
Cc: [Heather Moraff](#)
Subject: Re: Confirm SPED BUS 4013 Routes
Date: Monday, September 4, 2023 10:15:52 AM
Attachments: [HAMMONDESROUTESAM4.pdf](#)
[HAMMONDESROUTESPM4.pdf](#)

Good morning,
Here are the current routes.

*Sandy Kelly
Transportation Router
HCPSS Transportation Office
410-313-1737*

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: [David W. Ramsay](#)
To: [Monica Pringle](#)
Cc: [Liz Sanchez](#)
Subject: Re: Tuesday Preparations for HCPSS Staff Attendants
Date: Monday, September 4, 2023 10:06:29 AM
Attachments: [Outlook-xs0nunzd.png](#)

Thank you Monica!

Heading into the office and then end at Zum.

Sent from my iPhone

On Sep 4, 2023, at 9:01 AM, Monica Pringle <monica_pringle@hcpss.org> wrote:


Good morning,

Yes the plan is to finalize numbers and report back to the group.

Thanks,
Monica

<Outlook-xs0nunzd.png>

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: David W. Ramsay <David_Ramsay@hcpss.org>
Sent: Monday, September 4, 2023 8:59 AM
To: Liz Sanchez <liz@ridezum.com>; Monica Pringle <Monica_Pringle@hcpss.org>
Subject: Tuesday Preparations for HCPSS Staff Attendants

Good morning Liz and Monica,

I'm touching base to make sure that we are prepared for the HCPSS staff bus attendants. According to my notes we discussed the following items:

1. Identify parking

2. Identify vehicles needing coverage
3. Establish a point of contact to connect staff with Zum drivers and assist when in the event when Monica is not on site.
4. Print and categorize route sheets for staff

Monica - can you please follow-up with Caroline/Terri/Ebony.

I have a meeting at 9:00 and will be available afterwards if you have any questions.

Thanks!

David

From: [Vivek Garg](#)
To: [Brian Nevin](#)
Cc: [Abhishek Garg](#); [Adam Downes](#); [David W. Ramsay](#); [Liz Sanchez](#)
Subject: Re: FW: [External] Route [REDACTED] - Follow up
Date: Monday, September 4, 2023 9:46:08 AM

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

Adam,

I can get this route's driver on a call with you if that helps. Just let me know.

Thanks,

On Mon, Sep 4, 2023 at 09:43 Brian Nevin <Brian_Nevin@hcpss.org> wrote:

Adam,

Bringing you into the loop for review and feedback.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

From: Vivek Garg <vivek@ridezum.com>
Sent: Monday, September 4, 2023 9:08 AM
To: Brian Nevin <Brian_Nevin@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>
Cc: Abhishek Garg <abhishek@ridezum.com>; Liz Sanchez <liz@ridezum.com>
Subject: [External] Route [REDACTED] - Follow up

! 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 Brian,

Thanks for the call. As discussed, I am attaching Rt. [REDACTED] route sheet. Driver drove it the entire last week and then did a dry run again on Sunday, yesterday - in light traffic:

Way to read the attached route sheet is - on the **left side** is actual time when the driver did a dry run and on the **right side** is what the driver noted time should be based on school drop or pickup.

- Overall, in the morning run, the **first pick up has to start at least 40 minutes early** for the driver to make it to school at 8.30 pm.
- Similarly if this student [REDACTED] is removed from the afternoon run, that run will become on-time and not affect the next run in the stack
- Parents of [REDACTED] told driver that their child was supposed to go to a school 1 block away from the house but was assigned a school 1.5 h away because school was oversubscribed (as per them by 1 student). This one pick up is way out of nowhere and has been just put on this route.
- All the drive times between stops on the sheet are wrong. Drive time between 2 stops including boarding time is just 1 min in many places for Specialized routes.
- You will also see that scheduled vs actual drive time between stops is sometimes off by 15 mins or more.

One **major concern** for drivers is that parents are becoming really agitated when drivers are arriving late and drivers are concerned that parents' anger will lead to more unsafe action if they are not communicated very clearly that these routes are being adjusted by the district in the coming days and till then routes will run late.

- Can we please arrange for a communication to parents that clearly states what to expect on Tuesday about late routes and that work is being done to adjust these routes.

We have been telling drivers that work is being done and routes will be adjusted.

Thanks,

Vivek Garg

[Zum Services, Inc.](#)

275 Shoreline Dr Suite 200,

Redwood City,

CA 94065

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On Sat, Sep 2, 2023 at 6:13 AM Vivek Garg <vivek@ridezum.com> wrote:

Good Morning Brian and David,

We got a set of new route sheets (attached below) at 9.42 pm yesterday that we are trying to digest. One thing that stood out was that any parent contact info is missing on these sheets, which drivers were using to call student's contact.

I am just taking example of **Route** (Special Needs route) because the driver was in dispatch today morning and I has a chance to sit down with his old and new route sheets:

(a) This route changed couple of times already last week - In the afternoon, first run (from CLES) as per route sheet was to end at 4.05 pm, which actually can not finish till 4.11 pm and the next run in the stack for Hollifield (HSES) was scheduled to start at 3:52 pm. Driver says it is like expecting him to go back in time.

(b) In the new route sheet, for , Driver is confident that the first run in the morning to CLES - it will never finish on time, and the next run is going to be considerably delayed. Also there are 4 new stops added on this run now it seems.

There were many other issues but I wanted to pass this feedback quickly to give all of us time.

We are going over these route sheets. Will stay in touch.

Best,

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

From: **Adam Downes** <Adam_Downes@hcpss.org>

Date: Fri, Sep 1, 2023 at 9:42 PM

Subject: Zum Run Sheets, 9/1/23

To: Cecelia Ferdows <cferdows@ridezum.com>, Kami Moody <kmoody@zumsf.com>, Lipi Sanghi <lsanghi@ridezum.com>, Liz Sanchez <liz@ridezum.com>, Shilpan Patel <spatel@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>

Cc: Brian Nevin <Brian_Nevin@hcpss.org>, James C. Fritz <James_Fritz@hcpss.org>, Monica Pringle <Monica_Pringle@hcpss.org>

Both Reg & SpEd run sheets



Sender notified by
[Mailtrack](#)

From: [Jack Davis](#)
To: [Thomas Durrett](#)
Subject: Re: [External] HCPSS Athletic / Field Trips Template
Date: Monday, September 4, 2023 8:23:08 AM
Attachments: [Outlook-1520964437.png](#)
[Outlook-1520964437.png](#)

Thomas please confirm all athletics trips for this week with the AAMS and copy me asap.

Sent from my iPhone

On Sep 1, 2023, at 8:59 AM, Thomas Durrett <tdurrett@ridezum.com> wrote:

Here are trips we are unable to cover today. All Saturday rides we are able to accommodate.

Atholton HS Varsity Boys soccer - Waiting on Michael to confirm time change to 5PM pickup.

Atholton HS JV Football at Glenelg High School Hammond Girls Soccer at

On Fri, Sep 1, 2023 at 8:38 AM Jack Davis <Jack_Davis@hcpss.org> wrote:

So am I to understand that all athletic trips scheduled for today will take place at the desired times?

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>
Sent: Friday, September 1, 2023 8:30 AM
To: Jack Davis <Jack_Davis@hcpss.org>
Subject: Re: [External] HCPSS Athletic / Field Trips Template

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> 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>
Sent: Thursday, August 31, 2023 6:32 PM
To: Jack Davis <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> 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>

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> 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> 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>

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

Cc: Cecilia Ferdows <cferdows@ridezum.com>; Jack Davis <Jack_Davis@hcpss.org>; Sarah Skinner <sarah@ridezum.com>; Mark Ngo <mngo@ridezum.com>

Subject: [External] HCPSS Athletic / Field Trips Template

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

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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

From: [Brian Nevin](#)
To: [Shiva Nagabushanaswamy](#); [Douglas Kampe](#)
Subject: RE: [External] Re: Zum software
Date: Sunday, September 3, 2023 11:24:00 PM

Hi Shiva,
This is very helpful.
Thanks
Brian

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

From: Shiva Nagabushanaswamy <shiva@ridezum.com>
Sent: Sunday, September 3, 2023 10:51 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Cc: Brian Nevin <Brian_Nevin@hcpss.org>
Subject: [External] Re: Zum software

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Hi Brian/Doug,

To ensure privacy, we only gather the transportation information that the district has already shared with us. In a high level we use the following information about Student for Parent App:

1. Student's guardian information to allow Parent App access.
2. Student's School and Home Pickup and Dropoff information to provide transportation and ride statuses.
3. Student's special equipment needs (eg: Wheelchair, seatbelt) to provide necessary support for transportation.

I would like to share a brief context on how the parent App works just for context:

1. Login: Parents can log in using their registered email or mobile number that they have provided to the district for their student's guardian information.
2. Once logged in, parents can view their student's ride statuses, such as when the bus is coming, ETA, and whether the student has been picked up or dropped off.
3. Parents can also manage ride cancellations through the app.
4. Parents can choose their notification preferences, such as whether they want SMS or Push notifications on the ride statuses.
5. Lastly, parents can reach out to the district-configured support phone number for additional assistance.

I hope this information is helpful.

Best regards,
Shiva

On Sun, Sep 3, 2023 at 10:42 AM Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:

They have all the student data our office has. For the app I'm not sure.

I'm going to ask Shiva to answer . Could you please give us information to provide residents about the apps security and data that is collected for it?

Doug Kampe

From: Brian Nevin <Brian_Nevin@hcpss.org>
Sent: Sunday, September 3, 2023 1:37:47 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Subject: FW: Zum software

Can you provide me a response that I can share?

Thanks

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

From: Antonia Watts <Antonia_Watts@hcpss.org>
Sent: Sunday, September 3, 2023 12:57 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Justin Benedict <Justin_Benedict@hcpss.org>
Cc: Board & Student Member <fullboard@hcpss.org>; Michael Martirano <Michael_Martirano@hcpss.org>; April Harrison <April_Harrison@hcpss.org>; Karalee Turner-Little <Karalee_TurnerLittle@hcpss.org>; Daniel Lubeley <Daniel_Lubeley@hcpss.org>; Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>
Subject: Zum software

Mr. Nevin,

Communication said the bus software will be rolled out this coming week. Some parents have asked me questions about data privacy.

What information does Zum have about the children?

This needs to be in an FAQ.

Thank you,

Antonia

Antonia Watts (she/her), Chair

Howard County Board of Education

District 2

From: [Shiva Nagabushanaswamy](#)
To: [Adam Downes](#)
Subject: Re: [External] Re: AES bus 1201 updated run sheets, 9/3/23
Date: Sunday, September 3, 2023 11:13:25 PM

Ah ok. One more question, Adam:

Some routes have stops with no students in it. What is the purpose of these stops?

Regards,
Shiva

On Sun, Sep 3, 2023 at 6:56 PM Adam Downes <Adam_Downes@hcpss.org> wrote:

No. Sorry.

Adam Downes

Coordinator of Transportation, Planning & Technology

Office of Student Transportation

Howard County Public School System

5451 Beaverkill Rd.

Columbia, Md. 21044

(410) 313-6728

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From: Shiva Nagabushanaswamy <shiva@ridezum.com>
Sent: Sunday, September 3, 2023 9:51 PM
To: Adam Downes <Adam_Downes@hcpss.org>
Subject: [External] Re: AES bus 1201 updated run sheets, 9/3/23

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Hi Adam,

Is there any field in the Verstrans you set these effective dates for these changes?

Regards,

Shiva

On Sun, Sep 3, 2023 at 6:49 PM Adam Downes <Adam_Downes@hcpss.org> wrote:

Stop Added:

- KINGS MEADE WAY @ GLADE CT

Start Date: Friday, 9/8/23

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](#); [Brian Nevin](#); [James C. Fritz](#); [David W. Ramsay](#)
Subject: WatES bus 1170 updated run sheets, 9/3/23
Date: Sunday, September 3, 2023 6:46:14 PM
Attachments: [Driver Directions.pdf](#)

Stop Added:

- CHARLES CROSSING @ SWEET CORN DR

Start Date: Friday, 9/8/23

Thank you!

From: [Vivek Garg](#)
To: [David W. Ramsay](#)
Cc: [Adam Downes](#); [Brian Nevin](#); abhishek@ridezum.com; liz@ridezum.com; spatel@ridezum.com
Subject: [External] Re: Document shared with you: "Adam Copy: Zum Driver Route Feedback_09/03"
Date: Sunday, September 3, 2023 6:17:57 PM

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

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Thank you David. We are also structuring the format on a Google sheet to make it easy.

This is raw feedback noted verbatim. We would have already resolved many things on our end where it was in our control.

Best,

On Sun, Sep 3, 2023 at 18:15 David W. Ramsay <David_Ramsay@hcpss.org> wrote:

Thank you Vivek, and looking forward, we want to ensure that we all respond to the feedback provided by the drivers in a timely manner. We will work with Liz in classifying priorities.

Thanks,
David

Sent from my iPhone

On Sep 3, 2023, at 5:58 PM, Vivek Garg (via Google Docs) <drive-shares-dm-noreply@google.com> wrote:

Vivek Garg shared a document




Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing relevant routes feedback that we collected from drivers.

Thanks,
Vivek

 Adam Copy: Zum Driver Route Feedback_09/03

 Vivek Garg is outside your organization.

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CA 94043, USA

You have received this email because
vivek@ridezum.com shared a document with you from
Google Docs.



From: [Vivek Garg \(via Google Docs\)](#)
To: [Adam Downes](#)
Cc: [abhishek@ridezum.com](#); [Brian Nevin](#); [David W. Ramsay](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback_09/03"
Date: Sunday, September 3, 2023 5:58:31 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing relevant routes feedback that we collected from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback_09/03



Vivek Garg is outside your organization.

Open

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You have received this email because vivek@ridezum.com shared a document with you from Google Docs.



From: [Vivek Garg \(via Google Docs\)](#)
To: [David W. Ramsay](#)
Cc: [abhishek@ridezum.com](#); [Adam Downes](#); [Brian Nevin](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback_09/03"
Date: Sunday, September 3, 2023 5:58:30 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing relevant routes feedback that we collected from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback_09/03



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From: [Vivek Garg \(via Google Docs\)](#)
To: [Brian Nevin](#)
Cc: [abhishek@ridezum.com](#); [Adam Downes](#); [David W. Ramsay](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback_09/03"
Date: Sunday, September 3, 2023 5:58:30 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing relevant routes feedback that we collected from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback_09/03



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From: [Vivek Garg \(via Google Docs\)](#)
To: [David W. Ramsay](#)
Cc: [abhishek@ridezum.com](#); [Adam Downes](#); [Brian Nevin](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback"
Date: Sunday, September 3, 2023 5:56:17 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing the relevant feedback we collected on routes from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback



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From: [Vivek Garg \(via Google Docs\)](#)
To: [Adam Downes](#)
Cc: [abhishek@ridezum.com](#); [Brian Nevin](#); [David W. Ramsay](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback"
Date: Sunday, September 3, 2023 5:56:17 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing the relevant feedback we collected on routes from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback



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From: [Vivek Garg \(via Google Docs\)](#)
To: [Brian Nevin](#)
Cc: [abhishek@ridezum.com](#); [Adam Downes](#); [David W. Ramsay](#); [liz@ridezum.com](#); [spatel@ridezum.com](#)
Subject: Document shared with you: "Adam Copy: Zum Driver Route Feedback"
Date: Sunday, September 3, 2023 5:56:16 PM

Vivek Garg shared a document



Vivek Garg (vivek@ridezum.com) has invited you to **edit** the following document:

Hello Adam,

Sharing the relevant feedback we collected on routes from drivers.

Thanks,
Vivek



Adam Copy: Zum Driver Route Feedback



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From: [Sarah Skinner](#)
To: [Emily Bahhar](#)
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort
Date: Sunday, September 3, 2023 5:02:32 PM

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

Thanks, Emily!

Sarah Skinner
Vice President of Strategic Partnerships

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



On Sun, Sep 3, 2023 at 2:00 PM Emily Bahhar <Emily_Bahhar@hcpss.org> wrote:

Thanks, Sarah. I appreciate the update. I figured it was practice runs and am glad the notification system is working.

Take care,

Emily

Emily Bahhar (Bah-har)

[HCPSS](#) Director, Multimedia Communications & School Support

410-313-1570 (O) I  I emily_bahhar@hcpss.org

From: Sarah Skinner <sarah@ridezum.com>
Date: Sunday, September 3, 2023 at 4:57 PM
To: Emily Bahhar <Emily_Bahhar@hcpss.org>
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort

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

Hi Emily,

Thanks for your note. Our drivers were doing additional "dry runs" (or additional practice runs) of

the routes this morning, which is why you received a notification.

We have turned off these notifications to prevent confusion during additional dry runs this weekend. Please let me know if you have any questions or if there is additional information I can provide.

We look forward to hearing your feedback regarding the Zum App pilot.

Best,
Sarah

Sarah Skinner

Vice President of Strategic Partnerships



sarah@ridezum.com

[Zūm Services, Inc.](#)



On Sun, Sep 3, 2023 at 9:41 AM Jenny Mayfield <jenny@ridezum.com> wrote:

Good morning Emily.

Happy Sunday. I'm looping in Sarah here.

We will get right back to you.

Best, Jenny

Sent from my iPhone

On Sep 3, 2023, at 9:07 AM, Emily Bahhar <Emily_Bahhar@hcpss.org> wrote:

Hi hope everyone is having a nice weekend. Is anyone getting Zum notifications today? I've been getting them this morning. We want to track any anomalies so we can communicate if/when needed.

Emily Bahhar (Bah-har)

[HCPSS](#) Director, Multimedia Communications & School Support
[410-313-1570](tel:410-313-1570) (O) I [REDACTED] I emily_bahhar@hcpss.org

From: Matthew Barger <Matthew_Barger@hcpss.org>

Sent: Friday, September 1, 2023 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]
[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>
wrote:

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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

[Zūm Services, Inc.](#)



From: [Vivek Garg](#)
To: [David W. Ramsay](#)
Subject: [External] Re: Trend data
Date: Sunday, September 3, 2023 5:02:10 PM

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Got it. We will work on this and get back.

On Sun, Sep 3, 2023 at 16:18 David W. Ramsay <David_Ramsay@hcpss.org> wrote:

 [ZUM On-Time Performance.xlsx](#)

Hi Vivek,

As a follow-up to our conversation, I attached a spreadsheet that captures the arrival and departure times for your vehicles.

We are interested in reviewing the trend data for the arrival and departure times at each school. And, if there are other trends you find that may be beneficial, please include.

Many thanks!

David

From: [Brian Nevin](#)
To: [Vivek Garg](#)
Subject: RE: [External] Re: Follow Up
Date: Sunday, September 3, 2023 4:47:00 PM

Great thank you.

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

From: Vivek Garg <vivek@ridezum.com>
Sent: Sunday, September 3, 2023 4:43 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>
Subject: [External] Re: Follow Up

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Just like I had said:

- (a) Teachers coming out on time to get students from the bus.
- (b) Traffic management at school sites
- (c) Asking parents not to jump ahead of the bus in the queue.

These will help.

Best,

On Sun, Sep 3, 2023 at 15:47 Brian Nevin <Brian_Nevin@hcpss.org> wrote:

Thank you for the update. Do you have any feedback on ideas to share with the schools to assist arrival and dismissal. I want to send out to SMIL for their review and get to the schools.
Thanks
Brian

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

From: [Horace Baker](#)
To: kmoody@zumsf.com
Cc: [Varinsa Washington](#); [James C. Fritz](#); [Monica Pringle](#)
Subject: Fw: Bus Never Arrived
Date: Sunday, September 3, 2023 4:02:29 PM
Attachments: [image001.png](#)

FYI

H. Alex Baker
Area Manager
Student Transportation Office
Howard County Public School System
410-313-6734
horace_baker@hcpss.org

From: Amanda Kennison <Amanda_Kennison@hcpss.org>
Sent: Monday, August 28, 2023 9:40 AM
To: Horace Baker <Horace_Baker@hcpss.org>
Subject: Bus Never Arrived

Re: Bus 1145 to Harper's Choice

Parents and students waited over 30 minutes and took the students to school.

Thanks

Amanda Kennison
Executive Assistant III, Office of General Counsel
Howard County Public School System
10910 Clarksville Pike
Ellicott City, MD 21042
410-313-6604



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The Office of General Counsel of the Howard County Public School System supports the school system's focus on student-centered practices, inclusive relationships, and responsive and efficient operations by providing high quality legal counsel, advice and representation to the Board of Education, the Superintendent of Schools, schools and offices.

From: [Monica Pringle](#)
To: [Adam Downes](#); [Liz Sanchez](#)
Subject: Re: [External] Special Ed Definitions
Date: Sunday, September 3, 2023 3:46:51 PM
Attachments: [Outlook-02vqza10.png](#)
[Outlook-2trlhuxo.png](#)

Hello,

Adam those are also good to have. For example RECC etc... The ones attached are for equipment only not sessions or programs.



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: Adam Downes <Adam_Downes@hcpss.org>
Sent: Sunday, September 3, 2023 3:45 PM
To: Monica Pringle <Monica_Pringle@hcpss.org>; Liz Sanchez <liz@ridezum.com>
Subject: Re: [External] Special Ed Definitions

Sorry, I thought you wanted codes for each student.

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

From: Monica Pringle <Monica_Pringle@hcpss.org>
Sent: Sunday, September 3, 2023 3:44:27 PM
To: Adam Downes <Adam_Downes@hcpss.org>; Liz Sanchez <liz@ridezum.com>
Subject: Re: [External] Special Ed Definitions

Hello,

Let us know if other codes are listed.



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: Adam Downes <Adam_Downes@hcpss.org>

Sent: Sunday, September 3, 2023 3:39 PM

To: Liz Sanchez <liz@ridezum.com>; Monica Pringle <Monica_Pringle@hcpss.org>

Subject: Re: [External] Special Ed Definitions

I am sorry. I don't think we have a report to show that. They are listed on all of our SpEd routes.

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

From: Liz Sanchez <liz@ridezum.com>

Sent: Sunday, September 3, 2023 3:22:19 PM

To: Adam Downes <Adam_Downes@hcpss.org>; Monica Pringle <Monica_Pringle@hcpss.org>

Subject: [External] Special Ed Definitions

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Hello,

We are creating a list for the special ed drivers so they understand what some of the special equipment is and short of going through each route sheet, I thought I would ask if you had a list already?

Thanks
Liz



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



Sender notified by
[Mailtrack](#)

From: [Adam Downes](#)
To: [David W. Ramsay](#); [Vivek Garg](#); [Liz Sanchez](#)
Cc: [Brian Nevin](#)
Subject: Re: Route Updates/Concerns
Date: Sunday, September 3, 2023 3:45:59 PM

Thank you.

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

From: David W. Ramsay <David_Ramsay@hcpss.org>
Sent: Sunday, September 3, 2023 3:19:05 PM
To: Vivek Garg <vivek@ridezum.com>; Adam Downes <Adam_Downes@hcpss.org>; Liz Sanchez <liz@ridezum.com>
Cc: Brian Nevin <Brian_Nevin@hcpss.org>
Subject: Route Updates/Concerns

Adam,
I met with Vivek and Liz and any route concerns will be directed to you for review.
Thanks,
David

From: [Adam Downes](#)
To: [Liz Sanchez](#)
Subject: Re: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student
Date: Sunday, September 3, 2023 3:43:35 PM

We have spoken to our team about this and we are sorry. Any modified routes past the Saturday morning list provided by Brian will not start until Thursday, 9/7/23. We are having our team go back and amend their emails to represent this change. As always...if you have any questions or concerns that involves routing, please let me know. Thanks.

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

From: Liz Sanchez <liz@ridezum.com>
Sent: Sunday, September 3, 2023 3:23:53 PM
To: Adam Downes <Adam_Downes@hcpss.org>
Subject: Fwd: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student

Hi Adam,

I apologize as I guess this question should have come to you. Can you please let me know how to proceed here?
Please see below.

Thanks



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

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

From: Liz Sanchez <liz@ridezum.com>
Date: Sun, Sep 3, 2023 at 11:50 AM
Subject: Fwd: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student
To: Monica Pringle <monica_pringle@hcpss.org>, Brian Nevin <brian_nevin@hcpss.org>, david_ramsay@hcpss.org <david_ramsay@hcpss.org>
Cc: Vivek Garg <vivek@ridezum.com>, Abhishek Garg <abhishek@ridezum.com>

All,

All day yesterday and again today I am receiving these types of emails. I am not sure how you want me to handle them as we reprinted ALL new routes yesterday, our drivers are dry running, and our tech team is in the process of entering them into the system. I cannot now go back to every single email and try to determine if it was on the

changes that were sent or not.

Any thoughts on how we should proceed? I want to ensure Tuesday is a success and I am very worried about these changes not happening after the updates we already received.

Thanks for all your help!

Liz



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

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

From: **Melissa A. Marchetti** <Melissa_Marchetti@hcpss.org>
Date: Sun, Sep 3, 2023 at 11:36 AM
Subject: Re: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student
To: Liz Sanchez <liz@ridezum.com>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>, Kami Moody <kmoody@zumsf.com>, Shilpan Patel <spatel@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>, Allison McCoy <Allison_McCoy@hcpss.org>, Heather Driskill <Heather_Driskill@hcpss.org>, Francesca A. Graham <Francesca_Graham@hcpss.org>

Hello Liz, I believe that student [REDACTED] may be a new student that has been added to Bus [REDACTED] AM/PM.

Melissa A. Marchetti

Area Field Specialist

*HCPSS Student Transportation Office
5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783
[REDACTED]*

From: Liz Sanchez <liz@ridezum.com>
Sent: Sunday, September 3, 2023 10:35 AM
To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>; Kami Moody <kmoody@zumsf.com>; Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Allison

McCoy <Allison_McCoy@hcpss.org>; Heather Driskill <Heather_Driskill@hcpss.org>; Francesca A. Graham <Francesca_Graham@hcpss.org>

Subject: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student

! 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.

We received new route sheets yesterday; are these part of that change?



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



Sender notified by
[Mailtrack](#)

On Sun, Sep 3, 2023 at 10:21 AM Melissa A. Marchetti <Melissa_Marchetti@hcpss.org> wrote:

Attached are updated route sheets for Mt Hebron HS Bus [REDACTED] AM/PM after adding a new student to the route. Please review and make sure that the driver is prepared to transport her on Tuesday, September 5th:

Student's Name : [REDACTED]
START DATE: 09/05/23

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office
5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783
[REDACTED]



Sender notified by
[Mailtrack](#)



Sender notified by
[Mailtrack](#)

From: [Douglas Kampe](#)
To: [Shiva Nagabushanaswamy](#)
Cc: [Adam Downes](#)
Subject: Re: [External] 1301102 - Service School Code.
Date: Sunday, September 3, 2023 2:04:10 PM

You can call me now.

Doug Kampe

From: Shiva Nagabushanaswamy <shiva@ridezum.com>
Sent: Sunday, September 3, 2023 1:19:55 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Cc: Adam Downes <Adam_Downes@hcpss.org>
Subject: Re: [External] 1301102 - Service School Code.

I understand what you are saying, but I might be misreading a few things. Do you have a few min today for a quick call to discuss?

Regards,
Shiva

On Sun, Sep 3, 2023 at 9:56 AM Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:

The bus stop file is all part of the great coordination I'm talking about. The synergy data I get is actually from files that are generated around 445 pm m-f. I can coordinate with everyone to get a more complete final files for you, but it needs to be done thoughtfully and it will take a week or so to get everyone up to speed.

Doug Kampe

From: Shiva Nagabushanaswamy <shiva@ridezum.com>
Sent: Sunday, September 3, 2023 12:41:54 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Cc: Adam Downes <Adam_Downes@hcpss.org>
Subject: Re: [External] 1301102 - Service School Code.

I understand that everyone were super busy last week.
By 2am or 3am, will the bus_stop file be processed? My suggestion is to publish all files soon after bus_stop file gets processed. What do you think?

Regards,
Shiva

On Sun, Sep 3, 2023 at 9:36 AM Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:

Hello,

We never actually had the discussion about timing when these processes all run.

The student files that I receive that creates the final current student report you receive are actually generated much earlier than 7.

I have asked Adam when I can schedule these processes to run, but no one can sit down and spare 30 minutes because we're in this crisis and strategize timing. There are other groups to plan this schedule and then I need to communicate it with Tyler.

Personally, I don't care when all these processes fire off. As long as it doesn't cross the midnight threshold. I was hoping that 2 or 3 am would be a good time. Of course, that's when a lot of server maintenance takes place.

Douglas Kampe

Technology Manager

W: (410) 313-1736

Office of Student Transportation

[5451 Beaverkill Rd | Columbia, MD 21044](#)

From: Shiva Nagabushanaswamy <shiva@ridezum.com>

Sent: Saturday, September 2, 2023 12:00 PM

To: Douglas Kampe <Douglas_Kampe@hcpss.org>

Cc: Adam Downes <Adam_Downes@hcpss.org>

Subject: Re: [External] 1301102 - Service School Code.

Hi Doug,

Thanks for the context. I understand some discrepancy will show up because all these files are getting generated at various times.

With that, as I told you earlier, sending these files at 10p EST might not be correct because, we will get student file with data until 7pm, whereas bus_stop data until 4am. Should we change the schedule of pushing these data after your bus_stop files processing? Is it around 6am in the morning? With that, hopefully the discrepancies should go down. What do you think?

Regards,
Shiva

On Sat, Sep 2, 2023 at 6:53 AM Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:
Hello,

The bus stop file is a derivative of the student import file. Also, the bus stop file is generated several hours later. When in question, always use the school code in the

student file.

The API will not solve this sync issue because there is no API connection between our student information system and Tyler. However, at that point the route data will probably become the primary source, but we're aren't at that point.

Does that make sense?

Doug

From: Shiva Nagabushanaswamy <shiva@ridezum.com>

Sent: Saturday, September 2, 2023 3:21:03 AM

To: Douglas Kampe <Douglas_Kampe@hcpss.org>

Cc: Adam Downes <Adam_Downes@hcpss.org>

Subject: Re: [External] 1301102 - Service School Code.

Hi Doug,

This is just one example:

The student file shows:

SCHOOL_YEAR	LOCAL_ID	FAMILY_ID	SERVICE_SCHOOL1
C			1301102

The Bus_Stops file shows the below school code for same student Id.

Service_School_Code
130622

Regards,
Shiva

On Fri, Sep 1, 2023 at 6:33 PM Douglas Kampe <Douglas_Kampe@hcpss.org> wrote:
I need a student id. That 7 digit code is not a school. It signifies children who will not require a bus. Also, what column are you looking at? The service school for transportation is only relevant for column Service_School_1.

Doug Kampe

From: Shiva Nagabushanaswamy <shiva@ridezum.com>

Sent: Friday, September 1, 2023 9:14:26 PM

To: Adam Downes <Adam_Downes@hcpss.org>; Douglas Kampe

<Douglas_Kampe@hcpss.org>

Subject: Re: [External] 1301102 - Service School Code.

Adding Doug - Can you clarify the below question?

Regards,
Shiva

On Fri, Sep 1, 2023 at 6:13 PM Adam Downes <Adam_Downes@hcpss.org> wrote:
That would be a Doug question. Sorry.

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

From: Shiva Nagabushanaswamy <shiva@ridezum.com>

Sent: Friday, September 1, 2023 9:11:24 PM

To: Adam Downes <Adam_Downes@hcpss.org>

Subject: Re: [External] 1301102 - Service School Code.

Ah ok. For some student profiles, the students file (from SIS) says 1301102 is school code, but routing file says as 130622. Is this expected to have that inconsistencies? In this case, I assume we should use 130622 as it comes from routing data?

Regards,
Shiva

On Fri, Sep 1, 2023 at 6:00 PM Adam Downes <Adam_Downes@hcpss.org> wrote:
That is a catch all student group for all types of students. This group does not receive transportation.

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

From: Shiva Nagabushanaswamy <shiva@ridezum.com>

Sent: Friday, September 1, 2023 8:54:46 PM

To: Adam Downes <Adam_Downes@hcpss.org>

Subject: [External] 1301102 - Service School Code.

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Hi Adam,

We see some rows in our data with the Service School Code as 1301102.

This school was not in the list we received schools Zum supports.

Which School is this?

1301102	Special Services Only
---------	-----------------------

Regards,
Shiva

From: [Brian Nevin](#)
To: [Douglas Kampe](#); [Shiva Nagabushanaswamy](#)
Subject: RE: Zum software
Date: Sunday, September 3, 2023 1:44:00 PM

Thanks Doug.

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

From: Douglas Kampe <Douglas_Kampe@hcpss.org>
Sent: Sunday, September 3, 2023 1:42 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Shiva Nagabushanaswamy <shiva@ridezum.com>
Subject: Re: Zum software

They have all the student data our office has. For the app I'm not sure.

I'm going to ask Shiva to answer . Could you please give us information to provide residents about the apps security and data that is collected for it?

Doug Kampe

From: Brian Nevin <Brian_Nevin@hcpss.org>
Sent: Sunday, September 3, 2023 1:37:47 PM
To: Douglas Kampe <Douglas_Kampe@hcpss.org>
Subject: FW: Zum software

Can you provide me a response that I can share?
Thanks

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

From: Antonia Watts <Antonia_Watts@hcpss.org>
Sent: Sunday, September 3, 2023 12:57 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>; Justin Benedict <Justin_Benedict@hcpss.org>
Cc: Board & Student Member <fullboard@hcpss.org>; Michael Martirano <Michael_Martirano@hcpss.org>; April Harrison <April_Harrison@hcpss.org>; Karalee Turner-Little <Karalee_TurnerLittle@hcpss.org>; Daniel Lubeley <Daniel_Lubeley@hcpss.org>; Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>
Subject: Zum software

Mr. Nevin,

Communication said the bus software will be rolled out this coming week. Some parents have asked me questions about data privacy.

What information does Zum have about the children?

This needs to be in an FAQ.

Thank you,

Antonia

Antonia Watts (she/her), Chair
Howard County Board of Education
District 2

From: [Liz Sanchez](#)
To: [David W. Ramsay](#)
Cc: [Monica Pringle](#); [Brian Nevin](#); [Vivek Garg](#); [Abhishek Garg](#)
Subject: Re: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student
Date: Sunday, September 3, 2023 12:51:20 PM

sure



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



Sender notified by
[Mailtrack](#)

On Sun, Sep 3, 2023 at 12:48 PM David W. Ramsay <David_Ramsay@hcpss.org> wrote:

Hi Liz,
Can I meet you this afternoon at your bus lot to discuss?
Thanks,
David

From: Liz Sanchez <liz@ridezum.com>
Sent: Sunday, September 3, 2023 11:50 AM
To: Monica Pringle <Monica_Pringle@hcpss.org>; Brian Nevin <Brian_Nevin@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>
Cc: Vivek Garg <vivek@ridezum.com>; Abhishek Garg <abhishek@ridezum.com>
Subject: Fwd: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student

All,

All day yesterday and again today I am receiving these types of emails. I am not sure how you want me to handle them as we reprinted ALL new routes yesterday, our drivers are dry running, and our tech team is in the process of entering them into the system. I cannot now go back to every single email and try to determine if it was on the changes that were sent or not.

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Thanks for all your help!

Liz



Liz Sanchez
Executive Vice President

Zum Services, Inc
<https://www.ridezum.com/>

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

From: **Melissa A. Marchetti** <Melissa_Marchetti@hcpss.org>
Date: Sun, Sep 3, 2023 at 11:36 AM
Subject: Re: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student
To: Liz Sanchez <liz@ridezum.com>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>, Kami Moody <kmoody@zumsf.com>, Shilpan Patel <spatel@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>, Allison McCoy <Allison_McCoy@hcpss.org>, Heather Driskill <Heather_Driskill@hcpss.org>, Francesca A. Graham <Francesca_Graham@hcpss.org>

Hello Liz, I believe that student [REDACTED] may be a new student that has been added to Bus [REDACTED] AM/PM.

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office
5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783
[REDACTED]

From: Liz Sanchez <liz@ridezum.com>
Sent: Sunday, September 3, 2023 10:35 AM
To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>; Kami Moody <kmoody@zumsf.com>; Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Allison McCoy <Allison_McCoy@hcpss.org>; Heather Driskill <Heather_Driskill@hcpss.org>; Francesca A. Graham <Francesca_Graham@hcpss.org>
Subject: [External] Re: Updated route sheets for Mt Hebron HS Bus [REDACTED] - Added Student

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We received new route sheets yesterday; are these part of that change?




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



Sender notified by
[Mailtrack](#)

On Sun, Sep 3, 2023 at 10:21 AM Melissa A. Marchetti <Melissa_Marchetti@hcpss.org> wrote:

Attached are updated route sheets for Mt Hebron HS Bus 
AM/PM after adding a new student to the route. Please review and
make sure that the driver is prepared to transport her on Tuesday,
September 5th:

Student's Name : 

START DATE: 09/05/23

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office
5451 Beaverkill Road, Columbia MD 21044
Desk Phone#(410)313-0783



Sender notified by
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From: [Jenny Mayfield](#)
To: [Emily Bahhar](#)
Cc: [Matthew Barger](#); [Jennifer Rose](#); [Brendan Anderson](#); [Allison Whitney](#); [Alison Cuomo](#); [Brian W. Bessett](#); [Sarah Skinner](#)
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort
Date: Sunday, September 3, 2023 12:41:50 PM

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

Good morning Emily
Happy Sunday I'm looping in Sarah here
We will get right back to you
Best, Jenny

Sent from my iPhone

On Sep 3, 2023, at 9:07 AM, Emily Bahhar <Emily_Bahhar@hcpss.org> wrote:

Hi hope everyone is having a nice weekend Is anyone getting Zum notifications today? I've been getting them this morning We want to track any anomalies so we can communicate if/when needed

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

From: Matthew Barger <Matthew_Barger@hcpss.org>
Sent: Friday, September 1, 2023 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>; Allison Cuomo <Allison_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> 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.

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:

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



Zum

^ Show less



Ride update

1m ago



Your driver Makda is on the way for dropoff! Current ETA is 11:51 AM.

Ride update

2m ago



Your driver Makda is on the way for pickup! Current ETA is 11:42 AM.



From: [Matthew Barger](#)
To: [Brian W. Bassett](#)
Cc: [Emily Bahhar](#); [Jennifer Rose](#); [Brendan Anderson](#); [Jenny Mayfield](#); [Allison Whitney](#); [Alison Cuomo](#)
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort
Date: Sunday, September 3, 2023 12:39:21 PM

I'm filling out my document with the screenshots and details we gathered on Friday morning.

I should have that ready this afternoon.

Matt

On Sep 3, 2023, at 12:36 PM, Brian W. Bassett <Brian_Bassett@hcpss.org> wrote:

Please also share any other user experiences you think would be helpful or needed for parents when we open the app for their use. Thank you.

Brian Bassett
Director of Communications and Engagement
Howard County Public School System

On Sep 3, 2023, at 12:07 PM, Emily Bahhar
<Emily_Bahhar@hcpss.org> wrote:

Hi hope everyone is having a nice weekend. Is anyone getting Zum notifications today? I've been getting them this morning. We want to track any anomalies so we can communicate if/when needed.

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

From: Matthew Barger <Matthew_Barger@hcpss.org>

Sent: Friday, September 1, 2023 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.

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

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



<original-38E46F97-AC48-427A-885A-A534C05F8BCE.jpeg>

From: [Matthew Barger](#)
To: [Emily Bahhar](#)
Cc: [Jennifer Rose](#); [Brendan Anderson](#); [Jenny Mayfield](#); [Allison Whitney](#); [Alison Cuomo](#); [Brian W. Bassett](#)
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort
Date: Sunday, September 3, 2023 12:37:53 PM

I have yet to receive a notification from Zum. You and Mary Wolf were the only two people to get them on Friday morning (and Mary only got the first of the two you received.)

I'm not sure if the other three pilot users that Jahantab had me add for the afternoon received notifications or not. They were:

- Kami Wagner
- Shannon Blount
- Antonia Watts

Matt

On Sep 3, 2023, at 12:07 PM, Emily Bahhar <Emily_Bahhar@hcpss.org> wrote:

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Emily Bahhar (Bah-har)

[HCPSS](#) Director, Multimedia Communications & School Support

[410-313-1570](tel:410-313-1570) (O) I [REDACTED] I emily_bahhar@hcpss.org

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Sent: Friday, September 1, 2023 1:04 AM
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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

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Senior Web Developer
Multimedia Communications
Howard County Public School System
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My cell: [REDACTED]

Best,
Sarah

Sarah Skinner
Vice President of Strategic Partnerships

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



<original-38E46F97-AC48-427A-885A-A534C05F8BCE.jpeg>

From: [Alison Cuomo](#)
To: [Brendan Anderson](#); [Jennifer Rose](#); [Emily Bahhar](#); [Matthew Barger](#); [Jenny Mayfield](#); [Allison Whitney](#)
Cc: [Brian W. Bassett](#)
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort
Date: Sunday, September 3, 2023 12:13:08 PM

Same here. No notifications, but I didn't get any the other day either

From: Brendan Anderson <Brendan_Anderson@hcpss.org>
Sent: Sunday, September 3, 2023 12:08:37 PM
To: Jennifer Rose <Jennifer_Rose@hcpss.org>; Emily Bahhar <Emily_Bahhar@hcpss.org>; Matthew Barger <Matthew_Barger@hcpss.org>; Jenny Mayfield <jenny@ridezum.com>; Allison Whitney <Allison_Whitney@hcpss.org>; Alison Cuomo <Alison_Cuomo@hcpss.org>
Cc: Brian W. Bassett <Brian_Bassett@hcpss.org>
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Me neither.

Brendan

From: Jennifer Rose <Jennifer_Rose@hcpss.org>
Sent: Sunday, September 3, 2023 12:08:01 PM
To: Emily Bahhar <Emily_Bahhar@hcpss.org>; Matthew Barger <Matthew_Barger@hcpss.org>; Brendan Anderson <Brendan_Anderson@hcpss.org>; Jenny Mayfield <jenny@ridezum.com>; Allison Whitney <Allison_Whitney@hcpss.org>; Alison Cuomo <Alison_Cuomo@hcpss.org>
Cc: Brian W. Bassett <Brian_Bassett@hcpss.org>
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort

I haven't received anything from Zum today.

Get [Outlook for iOS](#)

From: Emily Bahhar <Emily_Bahhar@hcpss.org>
Sent: Sunday, September 3, 2023 12:07:23 PM
To: Matthew Barger <Matthew_Barger@hcpss.org>; Jennifer Rose <Jennifer_Rose@hcpss.org>; Brendan Anderson <Brendan_Anderson@hcpss.org>; Jenny Mayfield <jenny@ridezum.com>; Allison Whitney <Allison_Whitney@hcpss.org>; Alison Cuomo <Alison_Cuomo@hcpss.org>
Cc: Brian W. Bassett <Brian_Bassett@hcpss.org>
Subject: Re: [External] Zum App for Parents / Guardians - Pilot Cohort

Hi hope everyone is having a nice weekend. Is anyone getting Zum notifications today? I've been getting them this morning. We want to track any anomalies so we can communicate if/when needed.

Emily Bahhar (Bah-har)

[HCPSS](#) Director, Multimedia Communications & School Support

410-313-1570 (O) I [REDACTED] I emily_bahhar@hcpss.org

From: Matthew Barger <Matthew_Barger@hcpss.org>

Sent: Friday, September 1, 2023 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]
[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> 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.

[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

[Zūm Services, Inc.](#)



From: [Monica Pringle](#)
To: kmoody@zumsf.com; [Liz Sanchez](#)
Subject: MCSS School Bus Safety - Please Share
Date: Sunday, September 3, 2023 12:27:14 AM

Having trouble viewing this email? [View it as a Web page.](#)



--- NEWS BULLETIN ---

STOP FOR SCHOOL BUSES: WHAT ARE THE LAWS IN MARYLAND?

The Maryland Center for School Safety (MCSS) and Maryland State Police remind motorists to stop for school buses as students return to school.

Drivers must stop at least 20 feet from a school bus with the stop arm extended and the red lights flashing. Do not pass the bus from any direction until the stop signals are off and the bus is moving again. Motorists in Maryland are not required to stop if the road is separated by a physical median – such as dirt, grass, or a barrier. However, proceed with caution.

Millions of children ride school buses and are most at risk when they get on or off the bus. According to the National Highway Traffic Safety Administration (NHTSA), there were 1,009 fatal school-transportation-related crashes from 2011 to 2020. There were 218 school-age children who died in school-transportation-related crashes nationally.

MCSS encourages Marylanders and visitors to:

- **Pay attention** when driving, especially in school zones and during times of day when school buses are typically on routes.
- **Stop** when a bus stops. It is illegal to pass a school bus with its red lights flashing.
- **Prepare to stop** when the school bus is flashing its yellow lights and be cautious of students beginning to move toward the bus during these times.
- Students of all ages are unpredictable. Therefore, **prepare for the unexpected** and maintain a safe distance from school buses at all times.

Violators who are stopped by a police officer face a fine of up to \$570 and three points on their driver's licenses. Infractions carry a monetary penalty for each violation.

For additional school bus safety tips, visit the [Maryland Highway Safety Office](#).

school bus



School bus safety flyers to print and share.

[School Bus Safety Flyer English Version](#)

[School Bus Safety Flyer Spanish Version](#)

About Maryland Center for School Safety

MCSS promotes collaboration among students, parents, educators, behavior health practitioners, emergency responders, and crime prevention practitioners to support Maryland schools in their safety efforts. For more information about MCSS and programs available go to safeschoolsmd.org

Disclaimer: The sharing of any non-MCSS information does not constitute an endorsement of products or services on the part of the MCSS.

Office: 410-281-2335

Email: admin.mcass@maryland.gov

Web: schoolsafety.maryland.gov

Safe Schools Maryland Anonymous Reporting:

1-833-632-7233 • <http://safeschoolsmd.org/>

Connect with **@safeschoolsmd** on [Facebook](#) and [Twitter](#)!

[Subscriber Preferences](#) • [Subscriber Help](#)

MCSS Synoptic Seal

Update your subscriptions, modify your password or email address, or stop subscriptions at any time on your [Subscriber Preferences Page](#). You will need to use your email address to log in. If you have questions or problems with the subscription service, please visit [REDACTED]

This service is provided to you at no charge by [Maryland Center for School Safety](#).

This email was sent to kevin_a_burnett@hcpss.org using GovDelivery Communications Cloud, on behalf of:
Maryland Center for School Safety (MCSS) · 707 17th St, Suite 4000 · Denver, CO 80202



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: [Brian Nevin](#)
To: [Monica Pringle](#)
Cc: [Liz Sanchez](#); [James C. Fritz](#); [Adam Downes](#); [Vivek Garg](#)
Subject: Re: [External] Safety Concerns
Date: Saturday, September 2, 2023 11:14:02 PM
Attachments: [Outlook-4iobag3y.png](#)

Monica thanks for sharing this. Schools will not be doing load counts until Sep 12-14. On those dates they will notate the arrival time am and on along with getting counts. In the meantime if a driver has capacity concerns then they should count the kids at each stop that are riding and submit to the respective area manager for review. Doing it by stops instead of just an overall total allows staff to know the most beneficial stops to remove in order to try and get it right the first time.

Let me know if you need anything else.

Thanks

Brian

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

On Sep 2, 2023, at 10:42 PM, Monica Pringle <Monica_Pringle@hcpss.org> wrote:

Good evening,

ZUM drivers are concerned about their buses being overcrowded. Can you provide ZUM the process related to documenting and providing the school with the data.

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*

[REDACTED]

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

From: Liz Sanchez <liz@ridezum.com>

Sent: Wednesday, August 30, 2023 11:27 AM

To: Monica Pringle <Monica_Pringle@hcpss.org>

Cc: Vivek Garg <vivek@ridezum.com>; Brian Nevin <Brian_Nevin@hcpss.org>

Subject: [External] Safety Concerns

! 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 Monica,

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

Please advise.

Thanks

Liz



Liz Sanchez

Executive Vice President

Zum Services, Inc

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



Sender notified by
[Mailtrack](#)

From: [Monica Pringle](#)
To: [Heather Moraff](#); [Christine Hayes](#)
Cc: [Nykia Mapson](#); [Sandra Kelly](#); [Horace Baker](#); [Kami Moody](#); [Shilpan Patel](#); [Cecilia Ferdows](#); [Liz Sanchez](#)
Subject: Re: [External] Re: Confirm SPED BUS 4013 Routes
Date: Saturday, September 2, 2023 10:40:02 PM
Attachments: [Outlook-ijwcibar.png](#)
[Outlook-rb2m4ayb.png](#)
[Outlook-v0cecajw.png](#)

Good evening,

Mr. Moody can you provide a contact for schools.

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: Heather Moraff <Heather_Moraff@hcpss.org>
Sent: Wednesday, August 30, 2023 11:01 AM
To: Christine Hayes <chayes@ridezum.com>; Monica Pringle <Monica_Pringle@hcpss.org>
Cc: Nykia Mapson <Nykia_Mapson@hcpss.org>; Sandra Kelly <Sandra_Kelly@hcpss.org>;
Transportation <Transportation@hcpss.org>; Horace Baker <Horace_Baker@hcpss.org>; Kami
Moody <kmoody@zumsf.com>; Shilpan Patel <spatel@ridezum.com>; Cecilia Ferdows
<cferdows@ridezum.com>; Liz Sanchez <liz@ridezum.com>
Subject: Re: [External] Re: Confirm SPED BUS 4013 Routes

Thank you Monica.

Zum staff-who is the most direct contact for when we need to dispatch to buses. We had students who we needed to locate on buses.

Thank you!

Heather

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



"HES Riding the Wave to Learning"

From: Christine Hayes <chayes@ridezum.com>

Sent: Wednesday, August 30, 2023 10:56 AM

To: Monica Pringle <Monica_Pringle@hcpss.org>

Cc: Nykia Mapson <Nykia_Mapson@hcpss.org>; Sandra Kelly <Sandra_Kelly@hcpss.org>; Transportation <Transportation@hcpss.org>; Horace Baker <Horace_Baker@hcpss.org>; Heather Moraff <Heather_Moraff@hcpss.org>; Kami Moody <kmoody@zumsf.com>; Shilpan Patel <spatel@ridezum.com>; Cecilia Ferdows <cferdows@ridezum.com>; Liz Sanchez <liz@ridezum.com>

Subject: [External] Re: Confirm SPED BUS 4013 Routes

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

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Adding several Zūm employees to ensure they are aware as well.

On Tue, Aug 29, 2023 at 10:16 PM Monica Pringle <Monica_Pringle@hcpss.org> wrote:
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
[REDACTED]

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: [Monica Pringle](#)
To: [Horace Baker](#); kmoody@zumsf.com
Cc: [Varinsa Washington](#); [Adam Downes](#); [James C. Fritz](#)
Subject: Re: Today: Afternoon ARL Buses
Date: Saturday, September 2, 2023 10:07:43 PM
Attachments: [Outlook-ey1djoil.png](#)

Good evening,

After the first week of the ARL it appears the kinks have been worked out. This week the printed schedule was different since it was the the first week. Next week we follow the printed schedule.

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: Horace Baker <Horace_Baker@hcpss.org>
Sent: Wednesday, August 30, 2023 9:38 AM
To: kmoody@zumsf.com <kmoody@zumsf.com>; Monica Pringle <Monica_Pringle@hcpss.org>
Cc: Varinsa Washington <Varinsa_Washington@hcpss.org>; Adam Downes <Adam_Downes@hcpss.org>; James C. Fritz <James_Fritz@hcpss.org>
Subject: Fw: Today: Afternoon ARL Buses

H. Alex Baker
Area Manager
Student Transportation Office
Howard County Public School System
410-313-6734
horace_baker@hcpss.org

From: Kamille I. Guinn <Kamille_Guinn@hcpss.org>

Sent: Wednesday, August 30, 2023 9:31 AM

To: Horace Baker <Horace_Baker@hcpss.org>; Bill Stolis <Bill_Stolis@hcpss.org>

Cc: Karim Shortridge <Karim_Shortridge@hcpss.org>; Karl J. Schindler <Karl_Schindler@hcpss.org>

Subject: Today: Afternoon ARL Buses

Good morning,

Thank you for taking my call, Alex. As I stated, our afternoon ARL buses did not arrive at the correct time yesterday and our students had to remain at Reservoir for the remainder of the day. Routes 1088 and 1121 are supposed to be our ARL buses. I spoke with route 1088's driver this morning and she said that she will be getting to Reservoir at 11:11 to pick up the kids today. That is not going to work. Alex- you informed me that on 'A' days, the afternoon ARL bus will come at 12:45 p.m. On 'B' days, the bus will come at 11:35 a.m. That aligns with our schedule in the building. The pickup time of 11:11 is too early.

Even this morning, route 1121 didn't know he was supposed to take kids to ARL. He said he had to go to the middle school first, but once I spoke with him, he took our group. Can you please make sure routes 1088 and 1121 are fully aware of their ARL routes each day? We want to make sure they get there this afternoon. Thank you!

Kamille Guinn
Assistant Principal
Reservoir High School
410 888 8850

From: [Adam Downes](#)
To: [Cecelia Ferdows](#); [Kami Moody](#); [Lipi Sanghi](#); [Liz Sanchez](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)
Cc: [Bill Stolis](#); [Brian Nevin](#)
Subject: BSES bus 1179 updated run sheets, 9/2/23
Date: Saturday, September 2, 2023 6:15:42 PM
Attachments: [Driver Directions.pdf](#)

Stop Moved:

- WESLEY LN @ STRATFORD CT (Was WESLEY LN @ SUTTON CT)

Start Date: Thursday, 9/7/23

Thank you!

From: [Asim Singh](#)
To: [Andrew Mormysh](#)
Cc: [Abhishek Garg](#); [Brian W. Bassett](#); [Emily Bahhar](#); [Jennifer Elam](#); [Justin Benedict](#); [Matthew Barger](#); [Shiva Nagabushanaswamy](#); [Ivan Vasilko](#)
Subject: [External] Re: HCPSS <> Zum data integration
Date: Saturday, September 2, 2023 4:47:27 PM

You don't often get email from asingh@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.

Assuming that that sftp is coming from the same ip/s that were shared with zum to whitelist on zum's side. If not then we would need the list of public ip or range to whitelist. Previously shared and whitelisted ranges are

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Regards

Asim Singh

On Sat, Sep 2, 2023 at 11:57 AM Andrew Mormysh <andrew@ridezum.com> wrote:

Added a section "SFTP transfer" to the doc, please check.

Please note:

- 1) you will need to use Doug's (Douglas_Kampe@hcpss.org) private key to be able to upload files to the SFTP. If you do not have it - please share your other public key w/ us to allow access to the SFTP.
- 2) depending on whether you use mac or windows, you may need to install a gpg tool to be able to encrypt files using the Zum public key (the key and the instructions are in the attached doc).

Please let us know if you have any questions so we could hop on a quick call. Copy here Asim and Ivan who usually help with this setup.

--Andrew

On Fri, Sep 1, 2023 at 11:55 AM Abhishek Garg <abhishek@ridezum.com> wrote:

Hi everyone,

Thanks for hopping on the call to discuss student data transfer. Below is a link to the google document of the data format that would work best for us. Feel free to provide the fields that you have easily accessible and then we can work on other fields in coming weeks.

[REDACTED]

We are also adding information about SFTP and our public GPG key in the same document.

You can reach out to me for any followup questions by email or on my phone at [REDACTED].

Thanks for all your help at such short notice.

Abhishek

From: [Jahantab Siddiqui](#)
To: [David W. Ramsay](#)
Cc: [Brian Nevin](#); [Vivek Garg](#); [Daniel Lubeley](#); [David K. Larner](#); [Liz Sanchez](#)
Subject: Re: [External] Re: Follow Up
Date: Saturday, September 2, 2023 4:38:21 PM

Thanks all. I've let Dr. M and Dr. KTL know that today's report is forthcoming but held up because team just finished meeting.

On Sep 2, 2023, at 4:26 PM, David W. Ramsay <David_Ramsay@hcpss.org> wrote:

Brian,

We just finished our meeting and Vivek is finalizing the report.

My apologies for the delay.

David

From: Brian Nevin <Brian_Nevin@hcpss.org>
Sent: Saturday, September 2, 2023 4:16 PM
To: Vivek Garg <vivek@ridezum.com>
Cc: Daniel Lubeley <Daniel_Lubeley@hcpss.org>; David K. Larner <David_Larner@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>; Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>; Liz Sanchez <liz@ridezum.com>
Subject: RE: [External] Re: Follow Up

Good afternoon Vivek,

I am trying to complete the report for Dr. Martirano and need your information to be successful. Yesterday we agreed on 4:00 p.m.

Thanks

Brian

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

From: Vivek Garg <vivek@ridezum.com>
Sent: Friday, September 1, 2023 5:03 PM
To: Brian Nevin <Brian_Nevin@hcpss.org>
Cc: Daniel Lubeley <Daniel_Lubeley@hcpss.org>; David K. Larner <David_Larner@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>; Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>; Liz Sanchez <liz@ridezum.com>
Subject: [External] Re: Follow Up

! 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 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> 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.
 - HCPSS pre-service information card
 - Criminal background investigation form (COMAR-Statements concerning laws for the state of MD)
 - Contractor Applicant Verification Form
 - D.O.T. Physical Exam (4 - page report)
 - Complete driving record
 - Pre-Employment Drug Test
 - Added to Random Drug Testing Program Memo
 - Skills Requirement Equipment Form
 - Copy of Current driver's license (color)
 - BTW Training Log (hours and dates spent in lot doing Pre-Trip, Skills and Road)
 - 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: [Monica Pringle](#)
To: [Liz Sanchez](#)
Subject: New procedures for reporting bus delays and substitutions
Date: Saturday, September 2, 2023 4:10:37 PM

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

Sent from my iPhone

From: [Adam Downes](#)
To: [Shilpan Patel](#); [Melissa A. Marchetti](#)
Cc: [cferdows@ridezum.com](#); [Kami Moody](#); [Liz Sanchez](#); [Shiva Nagabushanaswamy](#); [Francesca A. Graham](#); [Heather Driskill](#); [James C. Fritz](#); [Lipi Sanghi](#)
Subject: Re: [External] Re: Updated route sheets for Centennial Lane ES Buses [REDACTED]
Date: Saturday, September 2, 2023 3:48:37 PM

Melissa,
Can you check the routes you updates today. A Tuesday start date is not going to be realistic. Anything shared today can have a Thursday, 9/7 start date. Thanks.

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

From: Shilpan Patel <spatel@ridezum.com>
Sent: Saturday, September 2, 2023 3:37:59 PM
To: Melissa A. Marchetti <Melissa_Marchetti@hcpss.org>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>; Kami Moody <kmoody@zumsf.com>; Liz Sanchez <liz@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>; Francesca A. Graham <Francesca_Graham@hcpss.org>; Heather Driskill <Heather_Driskill@hcpss.org>; James C. Fritz <James_Fritz@hcpss.org>; Adam Downes <Adam_Downes@hcpss.org>; Lipi Sanghi <lsanghi@ridezum.com>
Subject: [External] Re: Updated route sheets for Centennial Lane ES Buses [REDACTED]

! 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 Melissa.

We received an updated set of routes from Adam yesterday - are we expecting more changes today? Our plan is to ingest all the routes tonight and validate for accuracy tomorrow. We will hold off til later tonight if more changes are coming. :)

Please advise.

Sincerely,

On Sep 2, 2023, at 10:32 AM, Melissa A. Marchetti
<Melissa_Marchetti@hcpss.org> wrote:

Below are today's changes to both routes for Buses [REDACTED]:

Remove Student from Bus [REDACTED] AM/PM:
[REDACTED]

Add student to Bus [REDACTED] AM/PM

██████████ - To start on 09/05/23

09/05/23 Add student to Bus ██████ AM/PM

██████████ - To start on 09/05/23

Melissa A. Marchetti

Area Field Specialist

HCPSS Student Transportation Office

5451 Beaverkill Road, Columbia MD 21044

Desk Phone#(410)313-0783

██████████

From: [Brian Nevin](#)
To: [Vivek Garg](#)
Cc: [Daniel Lubeley](#); [David W. Ramsay](#); [James C. Fritz](#); [Liz Sanchez](#)
Subject: Re: [External] Re: Arrival/Dismissal of Tier 1
Date: Saturday, September 2, 2023 3:26:50 PM

Thanks and please do let me know if you have ideas for the schools to help so I can review and get stuff out to them over the weekend
Brian

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

On Sep 2, 2023, at 3:14 PM, Vivek Garg <vivek@ridezum.com> wrote:

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Great points Brian. Confirming we will start working on all of these right away and stay in touch.

On Sat, Sep 2, 2023 at 15:11 Brian Nevin <Brian_Nevin@hcpss.org> wrote:

Good afternoon,

I just wanted to address the arrival and dismissal expectations and then some thoughts on ways to improve from a contractor and school based perspective. This is completely separate from any adjustments to the routes on a systemwide basis.

- Tier 1 Arrival – all buses should be at their first stop on time.
- Tier 1 Dismissal – all buses should be in the lot of the assigned school 10 minutes prior to the bell, so 2:35 p.m. at the latest

In getting feedback from those out at schools, on your lot, and talking to drivers we have developed some recommendations. If you have others please share with us and we will compile and send message to the schools.

School Ideas

- Morning
 - Arrival at the school ensure that the buses can pull all the way to

- the end of the bus loop and begin letting students off. Check bus and leave immediately.
- Have staff outside to assist drivers with any issues or concerns they may have and keep the traffic flowing. If a driver has an issue then pull to the side out of the way and allow for free flow of traffic.
- Afternoon
 - Assign parking spots at schools with the available space – try to focus the order on the routes that go the furthest being at the front
 - At schools where it is not possible to assign spots – try having a whiteboard or other way of communicating to students what way they should go from the door to get on their bus faster. Improve the ability for students to locate and be on the bus faster.

Zum Ideas

- Stagger the buses leaving the yard. The ones with furthest distance to travel should be the earliest out.
- The majority of buses are leaving the lot and driving north on Dorsey Run Road and waiting at the traffic signal at Rte 175. This is likely due to GPS routing. However, since Dorsey Run Road is the secondary road at the intersection, there is no dedicated turn arrow and the length of “green” time is minimal. This causes significant traffic back-ups (to the railroad tracks). If ZUM drivers were to either turn left out of their lot (to utilize Rte 32 or Guilford Road) or keep making rights and utilize Patuxent Range Road, all of those alternate roadways connect with Washington Boulevard and have traffic signals to assist them on their way much quicker.
- The best way to leverage this (albeit more time consuming) is for ZUM to direct certain drivers/buses to use certain roads to ensure all are equally utilized to minimize the backups.

Thanks for your collaboration on arrival and dismissal concerns. Looking forward to any additional feedback you have prior to us messaging the schools.

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

From: [Abhishek Garg](#)
To: [David W. Ramsay](#)
Cc: [Jahantab Siddiqui](#); [Brian Nevin](#)
Subject: Re: [External] Re: Model
Date: Saturday, September 2, 2023 3:22:22 PM

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

Sounds good, thanks!

Abhishek

On Sat, Sep 2, 2023 at 12:18 PM David W. Ramsay <David_Ramsay@hcpss.org> wrote:

>

> Hi Abhishek,

> I'm just about to meet with Vivek and Liz, will call after we're finished.

> Thanks,

> David

>

> From: Abhishek Garg <abhishek@ridezum.com>

> Sent: Saturday, September 2, 2023 2:52 PM

> To: David W. Ramsay <David_Ramsay@hcpss.org>

> Cc: Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>; Brian Nevin <Brian_Nevin@hcpss.org>

> Subject: [External] Re: Model

>

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>

> Hi David,

>

> Can we hop on a quick call to discuss this. Once we understand the

> requirements, we can help with the analysis.

>

> Abhishek

>

> On Sat, Sep 2, 2023 at 8:16 AM David W. Ramsay <David_Ramsay@hcpss.org> wrote:

>>

>> Good morning Abhishek,

>> During our meeting it was my understanding that your model just accounted for starting tier 1 schools at 7:50 and tier 3 schools at 9:25, with all tier two schools remaining on the same bus route the same. Is it possible to re-tier the bus routes to see if we can get better matches?

>>

>> Thanks!

>> David

>>

>> From: David W. Ramsay

>> Sent: Thursday, August 31, 2023 4:52 PM

>> To: Abhishek Garg <abhishek@ridezum.com>

>> Cc: Jahantab Siddiqui <Jahantab_Siddiqui@hcpss.org>

>> Subject: Model

>>

>> Hi Abhishek,

>> It was a pleasure meeting you and thank you for your assistance. As a follow-up to our meeting, you will model the following scenarios.

>>

>> Current Times

>> Tier 1 HS 8:00-2:45

>> Tier 2 MS 8:40-3:25

>> Tier 2 ES 8:40-3:10

>> Tier 3 ES 9:15-3:45

>>

>> All buses are expected to arrive 10 minutes prior to the school's start time.

>>

>> Proposed

>> Tier 1 HS 7:50-2:35

>> Tier 2 MS 8:40-3:25

>> Tier 2 ES 8:40-3:10

>> Tier 3 ES 9:25-3:55

>>

>> Options

>> Add another tier between 1 and 3.

>>

>> Thank you and I look forward to connecting later this evening.

>> David

From: [Francesca A. Graham](#)
To: [Shilpan Patel](#)
Subject: Re: [External] Fwd: 20 Routes
Date: Saturday, September 2, 2023 12:18:37 PM

Shilpan - are you able to add another phone number entry so my team can have their desk numbers and their cell numbers on the white list? When I go to manage the profile there is only 1 phone number, can we change that to 2 and white list those as well?

Francesca Graham
Area Manager
HCPSS Office of Student Transportation

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From: Shilpan Patel <spatel@ridezum.com>
Sent: Wednesday, August 30, 2023 12:04 PM
To: Francesca A. Graham <Francesca_Graham@hcpss.org>
Subject: [External] Fwd: 20 Routes

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Sincerely,
Shilpan

- > 1020 MHHS, PMS, SJLES
- > 1023 CHS, CLES, SJLES
- > 1053 DMS, BMMS, NES
- > 1070 HAHS, HMS, GES
- > 1078 CMS, PRES
- > 1089 HAHS, BBES, GCES
- > 1090 HAHS, BBES, GCES
- > 1122 PVMS, MHMS
- > 1144 AHS, SES, WTES
- > 1148 AHS, CRES
- > 1154 WLHS, WLMS, RBES
- > 1155 OMHS, PLES, THES
- > 1161 AHS, THES
- > 1163 WLHS, WLMS
- > 1165 AHS, WLMS
- > 1168 AHS, MWMS, BSES
- > 1173 WLHS, BWES, RBES

- > 1176 TSES, WTES, AHS
- > 1191 LRHS, LEMS, AES
- > 1201 LRHS, PLES, AES

From: [Vivek Garg](#)
To: [Brian Nevin](#)
Cc: [Abhishek Garg](#); [David W. Ramsay](#); [Liz Sanchez](#)
Subject: Re: [External] Fwd: Zum Run Sheets, 9/1/23
Date: Saturday, September 2, 2023 10:06:50 AM

Thanks Brian. Yes, will get on a call with you later and coordinate response to drivers and as they interact with parents / school staff on the stops.

On Sat, Sep 2, 2023 at 09:55 Brian Nevin <Brian_Nevin@hcpss.org> wrote:

Good morning Vivek,

Here are the special education routes. Same routes as sent last night but with the additional information. When you ask for them in 1 file they don't print the same way.

We certainly understand that some of the routes need work as they are slated to be late. With that said we still have to add students to the runs because we must transport them and have limited resources.

Happy to discuss more in detail but wanted to get this off.

Will connect by phone before noon.

Thanks

Brian

Brian Nevin, Director

Office of Student Transportation

Howard County Public School System

410-313-6726

From: Vivek Garg <vivek@ridezum.com>
Sent: Saturday, September 2, 2023 9:14 AM
To: Brian Nevin <Brian_Nevin@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>
Cc: Abhishek Garg <abhishek@ridezum.com>; Liz Sanchez <liz@ridezum.com>
Subject: [External] Fwd: Zum Run Sheets, 9/1/23

! 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.

Good Morning Brian and David,

We got a set of new route sheets (attached below) at 9.42 pm yesterday that we are trying to digest. One thing that stood out was that any parent contact info is missing on these sheets, which drivers were using to call student's contact.

I am just taking example of **Route** [REDACTED] (Special Needs route) because the driver was in dispatch today morning and I has a chance to sit down with his old and new route sheets:

(a) This route changed couple of times already last week - In the afternoon, first run (from CLES) as per route sheet was to end at 4.05 pm, which actually can not finish till 4.11 pm and the next run in the stack for Hollifield (HSES) was scheduled to start at 3:52 pm. Driver says it is like expecting him to go back in time.

(b) In the new route sheet, for [REDACTED], Driver is confident that the first run in the morning to CLES - it will never finish on time, and the next run is going to be considerably delayed. Also there are 4 new stops added on this run now it seems.

There were many other issues but I wanted to pass this feedback quickly to give all of us time.

We are going over these route sheets. Will stay in touch.

Best,

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

From: **Adam Downes** <Adam_Downes@hcpss.org>

Date: Fri, Sep 1, 2023 at 9:42 PM

Subject: Zum Run Sheets, 9/1/23

To: Cecelia Ferdows <cferdows@ridezum.com>, Kami Moody <kmoody@zumsf.com>, Lipi Sanghi <lsanghi@ridezum.com>, Liz Sanchez <liz@ridezum.com>, Shilpan Patel <spatel@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>

Cc: Brian Nevin <Brian_Nevin@hcpss.org>, James C. Fritz <James_Fritz@hcpss.org>, Monica Pringle <Monica_Pringle@hcpss.org>

Both Reg & SpEd run sheets



Sender notified by
[Mailtrack](#)

From: [Zum Support](#)
To: [Douglas Kampe](#)
Subject: [External] Ride arrival to school report report
Date: Saturday, September 2, 2023 9:55:18 AM

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
1-855-743-3986

From: [Vivek Garg](#)
To: [David W. Ramsay](#)
Cc: [Abhishek Garg](#); [Adam Downes](#); [Brian Nevin](#); [Liz Sanchez](#)
Subject: Re: [External] Fwd: Zum Run Sheets, 9/1/23
Date: Saturday, September 2, 2023 9:44:37 AM

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

We will look into that David. Please keep sending both the issues and people with issues our way and we will get them corrected promptly.

Best,

On Sat, Sep 2, 2023 at 09:36 David W. Ramsay <David_Ramsay@hcpss.org> wrote:

Good morning Vivek,

We are looking into the file that we sent yesterday, and follow-up once completed.

We are also receiving multiple complaints that the directions on the tablets are incorrect. I will share a video that was sent to me that illustrates this issue.

Thanks,

David

From: Vivek Garg <vivek@ridezum.com>
Sent: Saturday, September 2, 2023 9:13 AM
To: Brian Nevin <Brian_Nevin@hcpss.org>; David W. Ramsay <David_Ramsay@hcpss.org>
Cc: Abhishek Garg <abhishek@ridezum.com>; Liz Sanchez <liz@ridezum.com>
Subject: [External] Fwd: Zum Run Sheets, 9/1/23

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

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Good Morning Brian and David,

We got a set of new route sheets (attached below) at 9.42 pm yesterday that we are trying to digest. One thing that stood out was that any parent contact info is missing on these sheets, which drivers were using to call student's contact.

I am just taking example of **Route** [REDACTED] (Special Needs route) because the driver was in dispatch today morning and I has a chance to sit down with his old and new route sheets:

(a) This route changed couple of times already last week - In the afternoon, first run (from CLES) as per route sheet was to end at 4.05 pm, which actually can not finish till 4.11 pm and the next run in the stack for Hollifield (HSES) was scheduled to start at 3:52 pm. Driver says it is like expecting him to go back in time.

(b) In the new route sheet, for [REDACTED], Driver is confident that the first run in the morning to CLES - it will never finish on time, and the next run is going to be considerably delayed. Also there are 4 new stops added on this run now it seems.

There were many other issues but I wanted to pass this feedback quickly to give all of us time.

We are going over these route sheets. Will stay in touch.

Best,

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

From: **Adam Downes** <Adam_Downes@hcpss.org>

Date: Fri, Sep 1, 2023 at 9:42 PM

Subject: Zum Run Sheets, 9/1/23

To: Cecelia Ferdows <cferdows@ridezum.com>, Kami Moody <kmoody@zumsf.com>, Lipi Sanghi <lsanghi@ridezum.com>, Liz Sanchez <liz@ridezum.com>, Shilpan Patel <spatel@ridezum.com>, Shiva Nagabushanaswamy <shiva@ridezum.com>

Cc: Brian Nevin <Brian_Nevin@hcpss.org>, James C. Fritz <James_Fritz@hcpss.org>, Monica Pringle <Monica_Pringle@hcpss.org>

Both Reg & SpEd run sheets



Sender notified by
[Mailtrack](#)

From: [Troy Stevenson](#)
To: [Thomas Durrett](#); [Jack Davis](#)
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"
Date: Saturday, September 2, 2023 7:29:41 AM

Below is the communication confirming our 7am bus for cross country. This was a no show today. At some point we need communication if no bus or driver is available.

Get [Outlook for iOS](#)


From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Thursday, August 31, 2023 12:35 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Hi Troy,

Unfortunately we are unable to cover the 3:15PM trip for JV. I apologize for the inconveniences this causes. We are able to accommodate the below trips.

Able to accommodate the 5:45PM varsity trip.
Able to accommodate the 7AM cross country trip on Saturday.

Please let me know if you have any questions.

Thomas Durrett
tdurrett@ridezum.com


On Thu, Aug 31, 2023 at 12:23 PM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:
Will I be good for football buses tomorrow?

Get [Outlook for iOS](#)

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Wednesday, August 30, 2023 12:42:43 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Perfect, thank you!

On Wed, Aug 30, 2023 at 12:41 PM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:
All of our athletic trips are on the side entrance
Left side of the building

Get [Outlook for iOS](#)

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Wednesday, August 30, 2023 12:38:04 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Hi Troy,

We are all set for the trip today. The Driver's phone number is below. Is there a specific location you would like him to go for the pickup this afternoon?

Driver number: [REDACTED]

On Tue, Aug 29, 2023 at 6:14 PM Thomas Durrett <tdurrett@ridezum.com> wrote:
Thank you sir!

On Tue, Aug 29, 2023 at 5:27 PM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:
20
I think I filled that on the sheet

Get [Outlook for iOS](#)

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Tuesday, August 29, 2023 5:20:14 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Can I also get the number of passengers?

On Tue, Aug 29, 2023 at 5:15 PM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:
Approx 6

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From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Tuesday, August 29, 2023 5:02:37 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: Re: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Hi Troy,

Can I get the number of passengers and return time for tomorrow's trip? Thanks!

On Tue, Aug 29, 2023 at 11:36 AM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:

perfect.

Troy Stevenson, CMAA
Athletics and Activities Manager
Oakland Mills HS
410 313 6953

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Tuesday, August 29, 2023 11:36 AM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Subject: [External] Re: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

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

Hi Troy,

I can certainly add a tab to show once confirmed.

On Tue, Aug 29, 2023 at 11:32 AM Troy Stevenson <Troy_Stevenson@hcpss.org> wrote:

Thomas, will this document show a confirmation once the bus is scheduled on your end? OMHS is complete.

Troy Stevenson, CMAA
Athletics and Activities Manager
Oakland Mills HS
410 313 6953

From: Thomas Durrett (via Google Sheets) <drive-shares-dm-noreply@google.com>
Sent: Monday, August 28, 2023 1:08 PM
To: Troy Stevenson <Troy_Stevenson@hcpss.org>
Cc: cferdows@ridezum.com <cferdows@ridezum.com>; mngo@ridezum.com <mngo@ridezum.com>
Subject: Spreadsheet shared with you: "HCPSS Oakland Mills Athletic / Field Trips"

Thomas Durrett shared a spreadsheet



Thomas Durrett (tdurrett@ridezum.com) has invited you to **edit** the following spreadsheet:



HCPSS Oakland Mills Athletic / Field 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 shared a spreadsheet with you from Google Sheets.



From: [Marcus D. Lewis](#)
To: [Thomas Durrett](#)
Subject: Re: [External] Re: Reservoir HS Athletic Bus Trip Saturday 9/2/2023 6:45am Pick up
Date: Saturday, September 2, 2023 7:19:04 AM

Tell the bus to return, the team didn't think yall were coming and left. Sorry

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Saturday, September 2, 2023 7:15:26 AM
To: Marcus D. Lewis <Marcus_Lewis@hcpss.org>
Subject: Re: [External] Re: Reservoir HS Athletic Bus Trip Saturday 9/2/2023 6:45am Pick up

Driver is there now and there is no one by the tennis courts. She said at 6:50 the soccer coach said that the field hockey team wasn't there either.

Phone is [REDACTED] if easier to talk over the phone.

On Sat, Sep 2, 2023 at 7:11 AM Marcus D. Lewis <Marcus_Lewis@hcpss.org> wrote:
Around the side by the tennis courts

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Thomas Durrett <tdurrett@ridezum.com>
Sent: Saturday, September 2, 2023 7:10:19 AM
To: Marcus D. Lewis <Marcus_Lewis@hcpss.org>
Subject: [External] Re: Reservoir HS Athletic Bus Trip Saturday 9/2/2023 6:45am Pick up

! 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 Marcus,

Driver is at the school to pickup field hockey and there is no one there. Is there a specific spot she needs to go to?

On Mon, Aug 28, 2023 at 17:07 Thomas Durrett <tdurrett@ridezum.com> wrote:
Hi Marcus,

Received, thank you!

On Mon, Aug 28, 2023 at 5:04 PM Marcus D. Lewis <Marcus_Lewis@hcpss.org> wrote:
Team: Reservoir Field Hockey
Pick up date: Saturday 9/2/2023
Pick up time from Reservoir HS: **6:45AM** (11550 Scaggsville Road Fulton, MD 20759

Drop off location: Arundel HS (1001 Annapolis Road Gambrills, MD 21054

Number of Occupants: 30

Number of Buses requested: 1

Estimated Pick up time from Arundel between 3:45-5pm

Thomas,

Please confirm upon receipt, Thanks.....Marcus

From: [Adam Downes](#)
To: [Lipi Sanghi](#)
Cc: [Brian Nevin](#); [Cecelia Ferdows](#); [James C. Fritz](#); [Kami Moody](#); [Liz Sanchez](#); [Monica Pringle](#); [Shilpan Patel](#); [Shiva Nagabushanaswamy](#)
Subject: Re: [External] Re: Zum Run Sheets, 9/1/23
Date: Friday, September 1, 2023 11:40:32 PM

Thank you! You too!

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

From: Lipi Sanghi <lsanghi@ridezum.com>
Sent: Friday, September 1, 2023 10:22:45 PM
To: Adam Downes <Adam_Downes@hcpss.org>
Cc: Brian Nevin <Brian_Nevin@hcpss.org>; Cecelia Ferdows <cferdows@ridezum.com>; James C. Fritz <James_Fritz@hcpss.org>; Kami Moody <kmood@zumsf.com>; Liz Sanchez <liz@ridezum.com>; Monica Pringle <Monica_Pringle@hcpss.org>; Shilpan Patel <spatel@ridezum.com>; Shiva Nagabushanaswamy <shiva@ridezum.com>
Subject: [External] Re: Zum Run Sheets, 9/1/23

! 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.

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> wrote:

| Both Reg & SpEd run sheets