

NUEVA SCHOOL
2017-18 TRANSPORTATION SERVICES UPDATE
HILLSBOROUGH CAMPUS

School-Subsidized Regional and Local Transportation

Nueva will continue in 2017-18 to use CYO Transportation to offer five multi-stop bus routes connecting the Hillsborough campus with San Francisco and the Peninsula, with inbound service in the morning and outbound service in the afternoon and early evening. Current bus stop locations and schedules are found by clicking on this [Schedule](#) link.

Nueva will also be extending our pilot with ZUM, the child-friendly ride-sharing service we brought in last year. Current routes and departure & arrival times are found by clicking on this [Schedule](#) link. In response to community inquiries, we continue as well to explore ideas for ways to provide east west transportation alternatives beyond the car-pool formation and ridesharing options described below. *Please note that the pre-booking of seats in ZUM's intercampus cars must be done using ZUM's mobile application this year, which can be downloaded from the [\[apple app store\]](#) or the [\[google play store\]](#). The app will also tell you when your child gets into a car and can be used to track the car's location while in transit.*

The school offers these transportation services to support our students getting to / from school safely, reliably, and economically. We continue to provide significant underwriting support to keep prices down. Having a viable and sustainable cost sharing model does, however, require that we pass through cost increases from time to time and we have needed to do so this year.

Annual Passes and Individual Tickets

We are simplifying and harmonizing our plans and pricing schedules. Regular users of our transportation services will find that annual passes remain your best deal.

CYO / ZUM Ticket Options	Price	Comment
Annual Pass – Round Trip	\$3695	~\$11/trip for daily round trip riders
Annual Pass – 1 Way AM or PM	\$2435	~\$14.50/trip for daily 1-way riders
Pay as You Go single ride ticket	\$17	Billed to the student's account after the fact

Sibling Discounts and Financial Assistance

After a family buys one annual transportation pass, any additional annual passes purchased for siblings are discounted by 25%. Families receiving tuition financial assistance may be eligible for assistance with transportation costs as well. Please inquire or apply by contacting Taryn Grogan at tgrogan@nuevaschool.org or (650) 350-4525.

Car Pool Formation Assistance and New ZUM Car-Pools

Families wishing to explore car-pooling or ride-sharing may want to visit the “Find/Form a Carpool” feature found within the Directory section of the Nueva Community website to identify and reach out to other families that live nearby.

As an alternative to parent-driven car pools, ZUM will be rolling out a new ride-sharing service similar in concept to *UberPOOL* and *LYFT Line* - where the car & driver will be provided by ZUM and all riders will be Nueva students! To learn more, please visit the Nueva-specific landing page that can be accessed [here](#). *Please note that enrollment in and payment for these ZUM car pools is done directly with ZUM.*

Expectations of Transportation Program Participants

Just as is true while they are at school, students are expected to be well-behaved and considerate of their fellow students while traveling to and from school using any of the above means of transportation. *All expectations laid out in the code of conduct and the student/family handbook, as well as the consequences of non-compliance, are the same on campus or off campus while using these transportation services. Should you experience or observe problematic behavior, please bring it to our attention so we can address it.*

REGISTRATION AND PAYMENT

All those who anticipate using our transportation services are asked to sign up [here](#) even if that use will be infrequent (in which case you should select the “pay as you go” option). This step assures that your student’s name will appear on our sign in sheets. If you are purchasing an annual pass, please indicate the route you intend to use since services are subject to demand as well as capacity limits and may be modified or even cancelled without sufficient usage. You will be provided an option to pay immediately via PayPal or to put a check in the mail.

Frequently Asked Questions

1. What do I do if I have questions? Please send any and all questions to the transportation team using bus@nuevaschool.org.
2. What if I am running late in the morning? Please aim to be at the pick-up location 5 minutes before the scheduled departure time because drivers are told to leave on time every day without exception. They need to get everyone else on the bus or in the car to school when they have committed to do so. Even if you bring them cookies.
3. What if I am running late in the afternoon or evening? While the driver will probably not be able to wait for you should you find yourself unable to be at a bus stop when the bus arrives, please call CYO at (650) 757-2110 if you will be late in meeting your student. If you do not do this, school and transportation company policy requires the driver to keep your child on the bus and ultimately return them to campus unless you meet them at a later stop. For safety reasons, a student’s parent or guardian, or a previously designated adult caregiver, **MUST** be present to pick up a student at the drop off location in the afternoon or evening, unless express written permission otherwise has been provided and acknowledged in advance. When a student is not met at their bus stop, drivers are instructed to notify their central office, have parents called, and keep the student on the bus until the next bus stop. Students not met by the end of the route will be taken back to campus where they will need to wait to be picked up.

4. Can I ask another parent to meet and/or pick up my child from a bus stop? Yes. But CYO must still be notified. The school will provide parents with a list of student riders and parent phone numbers, upon request, to those whose students ride on a regular basis. Parents often find this helpful in building a support network with other riding families in case a parent is running late and needs help in picking students up from the stop or school in the afternoon. If you prefer NOT to have your number listed on the contact sheet, please notify us by emailing bus@nuevaschool.org.
5. What if the bus is late or my student is not on the bus I expected them to be on? Call the school using one of the numbers below and we will assist you. If nobody picks up (which may be true before 7:30am and after 6pm), call the service provider directly.

Hillsborough Reception Desk: 650-350-4600

Bay Meadows Reception Desk: 650-235-7100 (press 0 to speak with reception)

CYO: 650-757-2110

ZUM: 909-554-3833

KidzJet: 1-800-543-9538

6. Can my student use their annual pass on a different route from their normal one, or get on or off at a different stop? Yes. When this is known in advance, a note to bus@nuevaschool.org would be much appreciated, however.

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