

**NUEVA SCHOOL**  
**2018-19 TRANSPORTATION SERVICES UPDATE**  
**SAN MATEO CAMPUS**

**Our Routes & Our Providers**

The core of our transportation services at the Upper School is the Caltrain Go Pass that we offer to every student for no extra charge. Caltrain’s Hillsdale station is less than a 10 minute walk from campus and many of our San Francisco and Peninsula families have found that this is a convenient and fun way for their student to get to and from school. A KidzJet shuttle between the station and the school is provided by Nueva on a first come first serve basis and subject to the capacity of the van. *More information about Go Passes can be requested via an email to [bus@nuevaschool.org](mailto:bus@nuevaschool.org).*

To supplement Caltrain services, Nueva will continue in 2018-19 to offer three multi-stop bus routes connecting the San Mateo campus with parts of San Francisco and the Peninsula that are outside the Caltrain corridor. Bus stop locations and time tables can be found by clicking on this Schedule link. Note that we needed to rebalance the Peninsula routes and make a few other adjustments to the schedule in response to increasing traffic in the Bay Area.

CYO Transportation will again be our primary provider for inbound service in the morning and outbound service in the afternoon on our Peninsula routes. To better align vehicle capacity with ridership levels, we’ve asked KidzJet to take over service for our San Francisco route (and on one of our early evening Peninsula routes) using their 8 passenger vans. Nueva will also be extending our partnership with ZUM, the student-friendly ride-sharing service we have used the last two years for one segment of our route network. *The pre-booking of seats in ZUM’s intercampus cars must be done using ZUM’s mobile application, which can be downloaded from the [[apple app store](#)] or the [[google play store](#)]. Contact [bus@nuevaschool.org](mailto:bus@nuevaschool.org) for account set up assistance!*

**Annual Passes and Individual Tickets**

Nueva offers these transportation services to support our students getting to and from school safely and reliably, and provides significant underwriting support to keep prices down. Although our providers have been forced to raise what they charge us by over 20% this year (naming driver salaries, equipment replacement, and traffic-caused longer drive times as the main reasons), we are electing to keep prices unchanged to encourage ridership. Having a viable and sustainable cost sharing model does require that we pass through cost increases from time to time but we will not be doing so this year.

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

<b>Pass &amp; Ticket Options</b>	<b>Price</b>	<b>Comment</b>
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 based on actual rides taken

## **Discounts and Financial Assistance**

Purchase of both an inbound and outbound segment (e.g. a round trip) results in a substantially lower average price per ride. In addition, after a family buys one annual transportation pass, any further annual passes purchased for siblings are discounted by 25%. Families receiving tuition financial assistance are eligible for assistance with transportation costs as well. Please inquire or apply by contacting Taryn Grogan [tgrogan@nuevaschool.org or (650) 350-4525].

## **BART**

Should BART be part of your transportation plan, using a Youth Clipper Card is the way students can receive a 50% discount off the regular fare. The application form can be found at [www.clippercard.com/ClipperWeb/discounts/youth.do](http://www.clippercard.com/ClipperWeb/discounts/youth.do).

## **Car Pool Formation Assistance and 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 offers a ride-sharing service 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 (and of the driver) 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 when you register 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](mailto:bus@nuevaschool.org).
2. What do I do if the Student ID card that has the Go Pass on it is misplaced or lost? Caltrain will not replace a lost Go Pass sticker and instead requires us to buy a new one. We will let you know what the cost of a new sticker is and charge you for it if you tell us you want it.

3. 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.
4. 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 the relevant provider if you will be late in meeting your student. The numbers are listed below. 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.
5. Can I ask another parent to meet and/or pick up my child from a bus stop? Yes. But both the service provider and the school 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](mailto:bus@nuevaschool.org).
6. 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.

San Mateo Campus Reception Desk: 650-235-7100 (press 0 to speak with reception)

Hillsborough Campus Reception Desk: 650-350-4600

CYO: 650-757-2110

KidzJet: 1-800-543-9538

ZUM: 909-554-3833

7. 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](mailto:bus@nuevaschool.org) would be much appreciated, however. Top of Form