



THE NUEVA SCHOOL
2019-20 TRANSPORTATION SERVICES UPDATE
HILLSBOROUGH CAMPUS

Our Routes & Our Providers

Nueva will continue in 2019-20 to offer five multi-stop bus routes connecting the Hillsborough campus with San Francisco and the Peninsula. The schedule remains largely unchanged. Bus stop locations and time tables are found by clicking on this [Schedule](#) link.

CYO Transportation will again be our primary provider for inbound service in the morning and outbound service in the afternoon. KidzJet will again provide outbound service for several of our early evening routes using their 8 passenger vans. *Please watch for information about how to pre-book seats – a step that will be required on some evening routes where we occasionally need to add capacity to accommodate spikes in the number of riders.*

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. Our providers have notified us that they will again need to increase what they charge us for their services, naming driver salaries, equipment costs, and traffic-caused longer drive times as the main reasons. Having a viable and sustainable cost sharing model does require that we pass through such cost increases from time to time and we will need to implement a 6% price adjustment for next year.

Below are our 2109-20 plans and pricing schedules. Regular users of our transportation services will find that annual passes remain your best deal.

Pass & Ticket Options	Price	Comment
Annual Pass – Round Trip	\$3915	\$11.65/trip for daily round trip riders
Annual Pass – 1 Way AM or PM	\$2580	\$15.35/trip for daily 1-way riders
Pay as You Go single ride ticket	\$18	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 50%. 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].

Carpool Formation Assistance

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.

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 in our sign in systems. All registrants will be asked to select the primary route and bus stop they intend to use. 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 bus stop location 5 minutes before the scheduled departure time because drivers are asked to keep to the published timetable if at all possible. This means they cannot wait for you to arrive, even if you call and ask them to or are nice to them and bring them cookies.
3. **What if I am running late in the afternoon or evening?** Please call us at 650.350.4600 so that we can get in touch with the appropriate provider and create a pick up plan. This is important because the bus or van is not going to be able to wait for you to arrive and our safety policy requires drivers to keep students on board unless/until that student’s parent or guardian, or a previously designated adult caregiver, is present to pick up them up. When students are not met at their stop, drivers are instructed to call their central office so that our evening receptionist can also be notified. Students not met at a subsequent stop on the route will be taken back to campus where they will be supervised while waiting to be picked up.
4. **Can I ask another parent to meet and/or pick up my child from a bus stop or give permission for my child to walk a short distance home?** It depends. Exceptions like this may be requested, but only if both the service provider and the school are asked in advance, preferably via email or written letter. Parents wanting to connect with other bus-riding families, to pre-arrange back up plans for example, can request a copy of the contact sheet we compile for each bus route. If you prefer NOT to have your number listed on this contact sheet, please notify us by emailing bus@nuevaschool.org. Please be aware that it is very unlikely that approval will be given for younger children to walk home alone from a bus stop, and approval is never given for students to be left at a bus stop to wait for you.
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 7pm), call the service provider directly.

Hillsborough Campus Reception Desk: 650-350-4600

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

CYO: 650-757-2110

KidzJet: 1-800-543-9538

ZUM: 909-554-3833

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.