

School Bus Policy

The Policy of the school is to provide an appropriate service to those families who wish to use a school bus to transport their children to and from school.

The **aim** of the school is provide a service which is **convenient, reliable, comfortable, safe and reasonably priced.**

In order to meet these aims of the **School Bus Policy**, the school has set the following **objectives**, which form part of the policy:

1. We will communicate with parents in advance of the beginning of the school year in order to establish the required number of buses and routes. Priority for places on buses will be given to passengers travelling both to and from the school.
2. For reasons of economy, buses will operate with as near to maximum passenger capacity as possible.
3. Routes will be established as far as possible to provide the shortest possible average journey times. No route should take longer than 1 hour to complete. **The areas that buses will cover are those specified by the school.**
4. Once the routes have been established and operated for a few days, pickup and drop off times and places will be finalized (subject to any necessary changes later). The bus drivers will endeavour to adhere to agreed times and places. **Routes are established or modified only by the Transport Manager.**
5. Where necessary and appropriate, bus assistants will call parents 5 minutes prior to arrival at drop off times. This does not apply to pickup times in the morning.
6. **In the morning**, buses will wait for passengers at the agreed time and place for a maximum of 2 minutes in order not to create delays. **In the afternoons, buses will wait for a maximum of 2 minutes for a parent/guardian to pick up their child.**
7. Bus assistants must ensure that children are waited for and received by a responsible person when they reach home in the case of students of KG1 up to Gr3 classes.
8. A bus assistant will be placed on each bus to supervise the children.
9. Male and female students will be seated separately.
10. The buses will be comfortable and maintained in a clean and safe condition.
11. In the event of any problems or difficulties, the transport department will communicate with parents with a minimum of delay.
12. Drivers and assistants will be given clear and specific job descriptions and any necessary training. There will be disciplinary procedures for drivers and assistants who fail to abide by the school policy.
13. There will be a complaints procedure for families to use and disciplinary procedures will be implemented in cases where employees have failed to abide by the school's bus policy.

Parents are requested to agree to the following conditions:

1. Families requiring bus transport will register with the school before the beginning of the school year and pay the initial fee. This applies to both new and returning students.
2. The Transport Manager will be kept fully informed, in writing, **by phone or in person**, of any change in the information given by parents at the beginning of the school year. Please use the form provided by the Transport Office. Information changes include:
 - a. Address changes - 10 days notice is required to allow for changes to bus routes. The school cannot guarantee that the bus service will be available from the new home address.
 - b. Temporary changes to pick-up or drop-off points or times
 - c. Occasions when you do not want your child to travel on the bus – **parents must notify the driver or Transport Manager**; it is especially important to *also* inform the class teacher (KG to grade 3) if your child will not be taking the bus home as usual. Please telephone the school in such cases.

3. Children will be brought to the pickup points before the agreed time in order not to cause delays.
4. Children will be met at the agreed drop off points at the agreed time. **If the parent/guardian is not present at the agreed place to pick up the child, the driver will return the student to school after he has called the parent/guardian and there was no response. The parent/guardian must then collect the child from the school.**
5. Parents will support the school by encouraging their children to behave sensibly on the school buses and to abide by the School Bus Policy.
6. Parents wishing to comment on any aspect of the school bus service will communicate with the bus supervisor whose number will be made available. All queries should be directed to the supervisor. Bus drivers are not allowed to take mobile phone calls while driving.

Children using the bus service must abide by the following rules:

1. Buses will be boarded promptly after school **and will leave 10 minutes after the bell has rung at the end of the school day. If students are late to board the bus, parents must come to pick up their child from school. The driver will not be held responsible for returning to the school to collect late children.** The buses must be accessed only via the pedestrian walkways. Once the bus has left, children must not run after it;
2. Passengers will not attempt to give instructions to the bus driver contradicting the agreed and established routes and times;
3. Passengers are assigned seats and must use only the seats assigned to them;
4. Passengers will use the seatbelts provided on **buses that have seatbelts equipped by the manufacturer.**
5. Bags and coats etc. will be placed under the seats or on the racks; the bus aisles must be kept free;
6. Items left on the bus will be collected from school the following day. Drivers are not allowed to return to drop-off points;
7. Passengers will respect the authority of the bus driver and the bus assistant and follow all instructions;
8. Passengers must remain seated at all times unless boarding or leaving the bus;
9. Children using the bus will behave sensibly and responsibly. There will be no rowdy or boisterous behavior, no damage to the bus, and no eating or drinking is permitted. The bus will be left in a clean and tidy condition at the end of the route. Any damage caused to buses by students will be paid for by their parents;
10. Toys, mobile phones and music players are not allowed to be used on the bus.

Disciplinary procedures

Any user of the bus service is required to abide by the School Bus Policy. Any failure to do so may lead to a suspension of the service for the parties involved.

Anyone failing to abide by this Policy **will be first notified by phone. If there is continued failure by a student to abide by this Policy, then he/she can be given up to three written warnings before the bus service is suspended.** The first suspension will be for one week. Repeated failure to follow the Policy will lead to a second suspension of one month. Further infringements will lead to permanent suspension.

Kindly note the following:

For serious offences, the school reserves the rights to take disciplinary action before exhausting three written notifications.

- 1- Students with chronic health issues may be refused bus services for the health and safety of fellow students.

Complaints procedure

Parents wishing to complain about any aspect of the bus service should contact the Transport Manager, the Transport Supervisor or the school Office Manager. Parents having a complaint about the behaviour of children on the buses should contact the Office Manager; they may also fill out a complaint form available from the school office. Complaints will be dealt with at the appropriate level as quickly as possible and the outcomes communicated to parents.

Staff responsible:

Position	Name	Contact
Transport Supervisor	Asif Malook	Tel: 06 534 4444 ext. 555
Office Manager	Nadia Abu Asabeh	Tel: 06 534 4444 ext. 304

Parent's Name: **Signature:** **Date:**