

# HSL School Bus Manual 2016-2017

Woodlands Transport

# Woodlands Bus Service overview

In this handbook you can find the information and procedures regarding the School Bus Service provided by Woodlands Transport Pte Ltd.

Please read the information carefully.

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## Bus Registration

Woodlands will provide its bus services under a framework agreement with HSL. Parents also sign a contract with Woodlands for the requested services. Registering for the school bus service can be done using the procedure below. Below is a summary of the Woodlands registration and cancellation policies.

- ❑ Registration can be done by completing and signing the Woodlands bus registration form. The latest version can be retrieved from the HSL website.
- ❑ Parents apply for a school bus for 1 to 3 days per week (only available for Jip en Janneke groups) or 5 days per week (all other grades).
- ❑ Pick-up and drop off point is always the residential address.
- ❑ Woodlands requires a 2 week processing period for new registrations. Scheduling is subject to bus availability and residential address location.
- ❑ Registration for the Extra Curricular Activities ('NSA') bus can only be done through registering for a new NSA term for one or more fixed days of the week.
- ❑ Upon successful registration, all children will receive a Woodlands bus card, to be provided by Woodlands in the first week at the HSL. Children are required to carry this card when on the bus and to show this card when boarding the bus (tap-card system). A card replacement will be at the parents'/guardians' expense.
- ❑ Existing bus contracts will be prolonged yearly and once registered, the contract remains the same until a contract change or cancellation is received.
- ❑ Please note that changes & registrations at the beginning of the school year have to be submitted before 22<sup>nd</sup> July 2016, in order to be processed before the first school day (15<sup>th</sup> August). Requests, received after that date, will not be processed until the 1<sup>st</sup> September 2016. After the 1<sup>st</sup> September, the processing period will be 14 days.

# School times & bus options - overview

The pickup point and drop off point are always the residential address

## Regular bus options school out

12:00 noon	2:30 pm	3:30 pm	1:30 pm – only Friday
1. Regular bus home	1. Regular bus home	1. Regular bus home	1. Regular bus home
Jip en Janneke (J&J)	J&J extended day, group 1/2, group 3 before autumn break	group 3 after autumn break, groups 4 to 7/8	groups 1/2 to 7/8

## NSA bus options school out

1:30 pm – only Friday	2:30 pm	4:45 pm	2:45 pm – only Friday
1. Late regular bus home	1. NSA bus home	1. NSA bus home	1. NSA bus home
Jip en Janneke (J&J)	group 1/2	group 3 after the autumn break, groups 4 to 7/8	groups 1/2 to 7/8

## School times & bus options - details

For improved service and safety, all bus trips will need to be registered by Woodlands. Bus transport is guaranteed for all addresses within 14km travelling distance from the HSL, priced according to the 3 tiers in the pricing schedule. Addresses, outside the service area,

Regular bus (noon, 2:30pm, 3:30pm & 1:30pm on Fridays):

Routes, pick-up & drop-off times can be subject to change. Cancellations for the regular daily school bus must always be reported to Woodlands at the earliest occasion. Please inform Woodlands on incidental cancellations and/or changes (including pick up by the parents/guardians), in order to prevent delay for the other students.

NSA bus: (4:45pm & 2:45pm on Fridays)

- The NSA bus can only be booked per NSA term for the full 10 weeks. There is no reimbursement upon cancellation during the term.
- The NSA bus will be provided at an additional cost of SGD9,- per trip. That accumulates into SGD90,- per term, to be invoiced separately from the regular bus contract.
- For the NSA bus service, Woodlands will use a smaller number of buses and with other routes than the regular buses. Therefore, the regular timing schedule does not apply.
- For children from J&J who finish NSA on 1:30 pm on Friday: they can join the regular buses at no extra cost.
- For group 1-3 and 4-8, we will have to charter extra buses and the NSA Bus fee will apply.

## Prices 2016 – 2017 (SGD)

1, 2 or 3 days (for Jip & Janneke only)

Distance (km)	2 way			1 way		
	Term 1	Term 2	Term 3	Term 1	Term 2	Term 3
0 - 5	633	445	401	456	326	292
5.1 - 10	796	559	505	568	408	365
10.1 - 11	948	666	600	671	480	430

4 or 5 days ( 4 day option for Jip en Janneke only)

Distance (km)	2 way			1 way		
	Term 1	Term 2	Term 3	Term 1	Term 2	Term 3
0 - 5	1051	733	658	759	534	477
5.1 - 10	1312	915	822	949	668	597
10.1 - 11	1573	1097	985	1112	782	700

Payment details for Woodlands are supplied on the Woodlands invoice, prices include 7% GST  
NSA bus fee for 2016-17 is an extra flat fee of 9SGD per trip

# Bus Webportal

All changes to your Woodlands contract and/or reporting of incidents can be done by use of the HSL Bus webportal (going live in early September 2016), which can be found at

<http://portal.hollandseschool.edu.sg>.

A login is required and will be provided by the school. Once you are on the website, the tab “Woodlands” can be clicked for entrance to the busportal. There one can:

- Change an existing contract (per student)
- Address change (per family)
- Cancel an existing contract (per student)
- Report incidents or file complaints

Following login, each family will reach a personal webpage where they can review or change their contracts per child and as a family. Change requests will be collected by HSL and processed by Woodlands.

Incidents and complaints will be addressed to by HSL as soon as possible. One can check the status of any filed change requests, complaints or incidents online.

For further inquiries and information, please contact [michellebon@hollandseschool.org](mailto:michellebon@hollandseschool.org).

# Bus Webportal – Cancellations & Changes

## Cancellations

- ❑ The bus contract can be terminated at any time with one month's notice period. Cancellation can be requested by filling out the online cancellation form on the HSL bus webportal. A refund will only be issued when the service is canceled for the next term or within 3 weeks of each newly started term.
- ❑ There is no refund for incidental cancellations. Incidental cancellations cannot be requested online, but have to be communicated to Woodlands directly ([schoolbus@hollandseschool.org](mailto:schoolbus@hollandseschool.org))
- ❑ All cancellations regarding the NSA bus are to be made through the NSA coordinator ([nsa@hollandseschool.org](mailto:nsa@hollandseschool.org)). No refund will be issued under any circumstance.

## Regular change requests:

- ❑ Regular changes include a change in (1) home address, (2) contact details, (3) pick-up time at school, or (4) bus option (bus home or no bus) for certain days of the week.
- ❑ Applying for a change in the School Bus Service can be done using the online change request form on the HSL bus webportal. Changes are to be requested per student.
- ❑ Woodlands requires a 14 working day process period for change requests. When a bus reschedule is required, it is subject to bus availability and residential address location.
- ❑ For NSA buses, only a residential address change request can be made during an NSA term. Due to the limitations of this service, an NSA bus reschedule cannot be guaranteed.



# Bus webportal – Incidents & Complaints

## Bus incidents

- ❑ In case the school bus is involved in a traffic accident, all parents will be informed immediately by the Woodlands officer in case the bus is unable to continue the route. A back-up bus will be deployed to continue the route.
- ❑ In case of a medical emergency with one of the children on the bus, Woodlands will do its utmost best to contact the parents and the school directly to consult on appropriate actions. Please note that without explicit parental consent, Woodlands cannot make major decisions about medical treatment. The HSL Parental Consent Form does not apply to the School Bus Service.
- ❑ Incidents among children in the bus, such as quarrels, fighting or bullying, will be reported by the bus attendants to the Woodlands officer. The officer will contact the school where needed. The school will give the appropriate follow-up towards the involved parents and children.
- ❑ Parents report on bus incidents on the HSL bus webportal. The HSL bus coördinator will process the filed incidents and/or complaints and contact Woodlands. Parents are advised not to give feedback to the bus drivers and attendants directly, in order to prevent delay on the route.
- ❑ Woodlands can decide to suspend the School Bus Service for a child or family on disciplinary grounds. No refund will be issued for the paid bus fees. Reasons can be; repeated no-shows at the pick-up time, structural misbehavior in the bus or a failure to pay the school bus fees.

## Service incidents & complaints

- ❑ For all reporting of incidents and complaints, there is an online form on the HSL bus webportal. For non-urgent incidents and complaints, HSL will provide feedback within 2 working days.
- ❑ In severe cases, issues can be brought to the attention of the school management.

# Incidental changes & playdates

## Incidental changes:

- ❑ Incidental changes for regular and NSA buses include one-time only requests for (1) playdates, (2) cancellation for a school bus trip (including birthday parties), (3) change in the return bus option (club if available or home).
- ❑ It is not possible to request for a different drop-off address other than the Hollandse club (if available) or the playdate address. Playdates are restricted to families with a bus contract.
- ❑ **All incidental changes have to be requested at least 2 working days in advance in English** and can be done by sending an e-mail to [schoolbus@hollandseschool.org](mailto:schoolbus@hollandseschool.org). Please include the date, name and class of the child in the change request. No later than 24 hours before the bus trip will the parents be informed whether it is possible to make the change.
- ❑ If a child is not taking the school bus in the morning due to unforeseen circumstances, please call or SMS Woodlands directly to avoid unnecessary waiting and delay to the journey.
- ❑ For requests or queries not covered here, you can also contact GNT through [schoolbus@hollandseschool.org](mailto:schoolbus@hollandseschool.org).

# Bus procedures

## Morning

- ❑ Children must be ready at their pick-up locations (house entrance or condo gate) 5 minutes prior to pick-up time. Parental or guardian supervision at the pick-up location is highly recommended.
- ❑ The bus will wait a maximum of 2 minutes after the scheduled pick-up time at the pick-up location before continuing with the rest of the route.
- ❑ Children of every age group should keep their bus cards with them at all times to allow for easy and correct identification.
- ❑ Bus attendants will ensure the safety of the children by enforcing the use of seat belts. Parents should instruct their children as well to belt up and stay in their seats.

## Afternoon

- ❑ After school all children will go to their bus signs in the building, assisted by teachers where needed.
- ❑ The bus attendant will wait for them there and will go through the bus list to ensure that all children on the list are present. The bus attendants will receive a daily updated list from the Woodlands officer.
- ❑ From there the children will be assisted to their buses group by group.
- ❑ Please note that a bus will not be able to leave if one or more children are unaccounted for. If a child is absent unexpectedly, the Woodlands officer at school will attempt to locate the child and if unsuccessful he will contact the parents. It is the responsibility of parents to report cancellations at all times.
- ❑ For a drop-off at landed properties, the bus attendant will ensure the children have entered the house or the garden gate. For a drop-off at appartements or condo's, a proper hand-over to a parent or guardian is needed at the main gate for children in group 3 and below. In case this is not possible, the child will be brought back to the school, the parents will be contacted to collect their children at school and a fine of SGD20,- will be invoiced to the parents for the return trip.

# Woodlands service policy

Below is a summary of some general aspects of the Woodlands School Bus Service:

## **Bus**

- All buses are equipped with correctly operating air conditioning.
- Buses are clean, in good working order, with proper seats (no pull down seats).
- All buses are equipped with working 3-point seat belts on every seat.

## **Route**

- A back-up bus is available in case there is a mechanical failure with one of the buses.
- GNT shall reimburse the parents of the children who cannot travel because of a failure of the bus to arrive at the pickup point after 15 min of the scheduled pick-up time. Such reimbursement is according to the contract flat fee scheme. Tier 1: SGD12,-, Tier 2: SGD 16,-, Tier 3: SGD 18,-.
- Parents will receive a prompt call or SMS when the bus is late due to traffic or other delaying circumstances along the route.
- Regular bus routes must be less than 45 min. It is the objective of Woodlands to plan the routes for a maximum of 40 min. For the first 2 weeks after the beginning of a new school term, bus routes can temporarily take up to 60 min, as pick ups and drop offs tend to take more time in these weeks.
- Trip distances are based on Google Maps route distances.

## **Communication**

- The Woodlands officer will occupy the service desk at HSL from 8 am until 5 pm, which covers the maximum daily time slot for the School Bus Service. After 5 pm the Woodlands hotline is available. He/she will inform parents in case of delay and is available to provide information on daily operations.

# Contacts

## **HSL bus webportal**

For change requests, contract cancellations and incident reporting:

<http://portal.hollandseschool.edu.sg>

## **Telephone numbers of the Woodlands office at HSL**

For early morning cancellations (sick leave) and general enquiries:

School:	6466 0662
Woodlands hotline:	8125 8771

## **Woodlands e-mail addresses**

General e-mailadres (incidental cancellations, incidental requests, playdate requests, + purchase club bus coupons):

[schoolbus@hollandseschool.org](mailto:schoolbus@hollandseschool.org)

## **Bus coordinator**

For further enquiries, information or contact, please email Michel Lebon via

[michellebon@hollandseschool.org](mailto:michellebon@hollandseschool.org)