

The background is a solid blue color. It features a stylized world map in a lighter shade of blue, centered behind two large, overlapping circular arcs that also follow the same lighter blue color. The map shows the continents of North and South America on the left, and Europe and Africa on the right.

UWCSEA BUS SERVICE

The school bus service exists for the safe and secure travel of students to and fro between school and home.

This booklet is designed to give parents and students comprehensive information on the services provided by the UWCSEA Bus Service Department. In addition to general information, it gives details of the terms and conditions of the service and outlines the responsibilities and expectations of all those involved in the service. Please read these sections and make sure that you and your child(ren) are aware of the rules and guidelines that they are expected to follow.

In the final section, contact and emergency telephone numbers are clearly listed. Please make sure that you have these numbers available for easy access when required. Also, you will find a Question and Answer section which answers the most frequently asked questions.

Along with our contracted bus service provider, our aim is to ensure that the safety of the students and the efficient running of the bus service are given the highest priority. The Bus Service Staff understand the importance of a safe, prompt service and hope to continue to achieve these goals. Any concerns or comments that you may have will be received and dealt with quickly and efficiently.

Please do not hesitate to get in touch if we can be of any assistance.



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BUS SERVICE OVERVIEW

The Bus Service Department is run by our contracted bus service provider (YEAP Transport) and is monitored by a UWCSEA appointed Transport Manager on each campus. Our bus service provider has been contracted to ensure that appropriate standards of bus maintenance and safety are consistently met.

Besides using their own buses, the bus service provider contracts private buses to run on contract for UWCSEA. They hire buses that are in good and safe running order and are maintained to the high standards expected by our parents and the College. Each bus journey is supervised by a bus attendant.

The Bus Service Department is able to provide the following services:

- Round trip (home to school to home)
- Morning trip (home to school)
- Afternoon trip (school to home)

Under exceptional circumstances, round or single trips may be available to students who are not registered bus riders, but are fully enrolled UWCSEA students registered with the Ministry of Education Singapore.

Buses leave the bus bay at approximately 2.10pm (Infants (K1–G1)) and 3.15pm (G2–G12). When Activities and Services are running, an Activities bus service departs at 3pm for Infant students, 4.40pm for Grade 2–12 students, and a shuttle bus service departs at 6.15pm.

All these services are subject to space availability and routings.

GENERAL GUIDELINES

Standard of vehicles

Students are transported in a variety of buses ranging from 10-seater minibuses to 49-seater coaches. There will be no seating of Infant (K1–G1) riders in the front seat (next to the driver) of the bus.

Each of these buses is equipped with the following:

- Air-conditioning
- Fire extinguisher
- First aid kit
- Communication system (i.e., mobile phone, trunked radio)
- Seat belt for every seat

Buses are inspected at LTA approved inspection centers every four months to ensure that safety standards are maintained at a high level.

Internal checks by the UWCSEA Bus Service Department are made throughout the year, and each bus must pass an inspection carried out by the department.

Each bus driver is equipped with a communication device for emergency situations. Drivers are not allowed to use this device whilst driving; no private calls will be entertained during their journey.

A stand-by bus will be activated to substitute for a regular bus, when circumstances demand it.

Behaviour expectations of student passengers

If a student's behaviour on the bus persistently gives cause for concern, we reserve the right to ask parents to make alternative transport arrangements.

Routings

Please note that our contracted bus service provider may not be able to provide a service for certain parts of the island, due to insufficient demands and the unacceptable length of time that a student may have to spend on a school bus. The availability of these distance routings is reviewed regularly; please contact us for more details.

The Bus Service Department also reserves the right to refuse bus service for routings which do not have a minimum number of six children per minibus and routings that are beyond the time travel limit set by the school for the welfare of the passengers. For students in the Infant School, we may also deny a routing if, in the opinion of the class teacher, the child is not mature enough to travel.

Please ensure that you understand this information before registering your child at the school.

Enrolment

Enrolment into the bus service is only necessary once per year; your enrolment will be automatically renewed every term.

If you change your address please let us know so that we can check that the Bus Service Department can make arrangements to serve your new address.

To enrol, please complete the Transport Request Form and remit payment to the Bus Service Office. The form can be found on the school website or picked up from the Bus Service Office. A deposit may be required.

Please allow **two working weeks** between the date of submission and the start date of bus service. *Late submission of the request form may result in students not being able to start using the bus on the desired date.*

Fee structure

The fees are payable per term.

Payment

Payment may be made directly to our contracted bus service provider by cash, cheque or interbank transfer. Families or companies paying by overseas wire transfer, or in foreign currency, will have to bear any miscellaneous charges associated with this form of payment.

Please contact our contracted bus service provider with any questions you may have regarding payment.

Termination

Should you wish to terminate the use of service, written notification must be received by the Bus Service Office two weeks in advance of the last day of service.

Where a child is withdrawn from the school and/or bus service, a refund of half of a term fare is applicable if the child's withdrawal date is before the mid-term break, provided that two weeks' written notice is given. No refund will be made if a child withdraws from the service after the mid-term break.

Lost property

Any items found in the bus will be returned to the Bus Service Office. If items are clearly labeled the campus Reception team, which is responsible for lost and found items, will contact you and your child via email. All other items will remain in the custody of the College's lost and found at the main reception. As always, students should be encouraged to look after their belongings as we cannot be held responsible for such losses.

Communication

We will endeavour to keep you informed of any bus service issue. If there are significant delays in bus service or in cases of emergency, parents will be contacted by, at least, one of following four methods, depending on the issue:

- SMS messaging to your mobile phone
- Personal contact via landline/mobile phone

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- Via email

Please ensure that your contact details are up to date. SMS messages will be sent to ONE parent's mobile number (only) as recorded on the Bus Service Department's database. You can check the contact details that the College holds for you and make any changes necessary via the online database.

Video and music

We do not allow the screening of videos on any bus which may have a video/DVD machine. Music/videos are to be played on personal devices only, and students have to wear earphones to listen.

Seating

As a general rule the Infant riders are seated nearest to the bus attendant but this can be altered if an older child needs to be near the bus attendant for medical or behavioural reasons. Older riders will be seated on a first-come, first-served basis depending on the particular circumstances of the bus. Only the older riders are allowed in the seating available in the very front of the bus, next to the driver.

RESPONSIBILITIES OF USERS OF THE BUS SERVICE

All involved with the bus service have a duty to ensure that safety and efficiency are maintained whilst using this service. These expected responsibilities are detailed as follows:

Parents' responsibilities

Please inform the Bus Service Department if there is any change to your child's transport arrangements.

Communication is the main thing a parent can do to ensure trouble-free use of the bus service. If for any reason at all your child will not use the bus service that they have been booked on, morning or afternoon, please inform the Bus Service Office in person or by phone or email **one day ahead** of the day of change. This will ensure other passengers and staff are not inconvenienced, and for safety reasons that we know where all of our passengers are.

Parents should:

- Ensure that students are at the pick-up point at the designated time. Please note that a bus will wait **only one minute** after the designated time before moving onto the next pick-up point. Unfortunately we will not call you to check where your child is, and the school will not be responsible for subsequent travel into school.
- Ensure that Infant riders carry their bus ID tags at all times during travel.
- Inform the Bus Service Department if for any reason your child will not be using the bus or if they have any changes to their travel arrangements. In the Primary School you should also ensure that you notify the class teacher via the student's contact book.
- Ensure children are aware of appropriate behaviour and the consequences of misbehaviour while on the bus.
- Make your children aware that **they must wear seatbelts at all times.**
- Booster seat: Infant School children who are required to have a booster seat, please arrange it and pass to bus crew. Please

recover the booster seat after the completion of the journey. You are encouraged to bring your own due to its specifications, sizes and hygiene purposes. The buses have 3 points safety belts so it is not necessary to get one.

- Ensure an adult is present to collect Infant School children from the bus at the end of the day. Parents are responsible for their children up to the time that the bus attendant helps the children onto the bus and from the time that the bus attendant releases them at their drop-off point. Parents are NOT permitted to ride on the school bus.

A change to pick-up and drop-off destination is possible, but **requires two weeks' written notice**. When determining change of drop-off or pick-up location, the Bus Service Department has the right to refuse a request if the destination is not within bus service area, if there is no seat availability on the bus the student is transferring to, or the destination is not another student's house or educational institute.

Note on playdates: Based on Child and Data Protection policies as well as insurance, Infant/Junior School children may only ride on their assigned bus service. It is not possible for an Infant/Junior student to accompany a friend on another bus for a playdate, for example.

Note on child safeguarding: Child protection is a top priority of the College; if parents notice any symptoms of child abuse in any form, they are requested to report it to the respective Principal and Head of Campus immediately.

Note on COVID-19 measures: During this period we will be providing hand sanitizer onboard. Bus crew are to wear mask, that is also including all students. Siblings are to be seated together. A fixed seat will be implemented accordingly. Bus crew are taking temperature before fetching the students.

Students' responsibilities

There are specific guidelines for behaviour on the bus. Whilst using the Bus Service, students will be expected to adhere to the following 'Rider Bus Rules':

RESPECT THE FEELINGS OF OTHERS AND THEIR RIGHT TO HAVE A SAFE, PLEASANT AND PEACEFUL JOURNEY.

We will arrive at your bus on time.

We will wear properly adjusted seat belts at all times.

We will talk quietly and politely to one another.

We will treat each other with respect.

We will show respect and listen to the Bus Service staff.

We will keep the bus clean.

We won't keep everyone waiting or try to save seats.

We won't move about the bus or open the windows.

We won't shout, make loud noises or use bad language.

We won't tease or fight.

We won't be rude to the bus attendant or driver.

We won't throw things, spit or leave litter on the bus.

We won't ask the driver to play our music.

We won't eat or drink on the bus, except for water.

We may only leave the bus at our designated stop.

Unfortunately, Middle and High School students who forget to tell the Bus Service Office about changes to their normal set bus schedule are one of the main causes of delay to buses to and from the school. This simple lack of consideration leads to a great deal of inconvenience to other users of the bus service and waste a great deal of student and staff time.

In order to run an efficient service and show due consideration to others, these simple rules have been developed for all bus users and are printed in all contact books.

Morning bus users

Please ensure that you arrive for the bus in plenty of time in the morning, the bus will **wait one minute and will then leave without further warning**. The Bus Service Department will not call you to remind you or wake you up.

Afternoon bus users

- Do not keep your bus waiting. If you are doing an Activity or Service, go directly from your activity/service to your bus. The bus does not have to wait for you, and if you miss the bus you may have to arrange your own transport.
- If you are not going to use the bus, please ensure that your parents inform the Bus Service Office by first break. This can be done by email, phone or in person. Grade 11 and 12 students can inform the Bus Service Office directly.
- Do not go home by any other means without ensuring that the Bus Service Office knows that you will not be using your bus. This includes travelling home with your parents.
- If you are not doing your scheduled Activity or Service after school for any reason, you will still have a seat reserved on your bus and will be required to go home on this bus. You will not be able to go home on an earlier bus unless excused by your Activity or Service teacher.
- Please make sure that you tell the Bus Service Office with a written permission of bus change from your teacher/instructor/parent if your schedule changes for any reason. **This is your responsibility; do not depend on members of staff to do this for you.**
- If you do not tell the Bus Service Office about any changes to your normal bus pattern and this causes an inconvenience to other bus users, you will be given a written warning via your teacher. **After**

three such warnings you may be suspended from the school bus service and your parents will need to make alternative arrangements to bring you to and from school for a set period.

Cross-transfer of buses

Only Middle and High School bus riders are allowed to cross-transfer onto a different bus, subject to availability of seats.

3-Strike Policy

A bus warning system was instituted to try and improve the behaviour of students using the Bus Service. It is a simple system and consists of a series of pre-worded letters that are issued by the Bus Service in response to academic staff requests. After three warnings, students are removed from the bus service for a period of time to be determined by the academic staff. Certain offences or behaviours could lead to instant suspension from the Bus Service.

If a bus is damaged through student misbehaviour then the student will be expected to pay for any damage done.

This system is operated in the College with some differentiation to suit the ages of the riders involved.

Reporting/Referral System

If a rider does not abide by the Bus Rules and following sufficient verbal warning by the Bus Service Department, a written report will be submitted to the Transport Manager.

These reports will be sent to class teachers/tutors/mentors and the Head of Grade (HoG). Teachers/tutors/mentors will discuss this matter with the student and the report will be sent home for parental information.

The teacher/tutor/mentor will then confirm back to the Transport Manager that the report has been appropriately dealt with and if necessary ask the Bus Service Department to issue a formal warning (see 3-Strike Policy).

Although behaviour reports take one full day to circulate to the teachers/tutors/mentors, it is important that the correct adult speaks to the student regarding their behaviour.

Teachers' responsibilities

- Teachers will ensure that the following measures are taken for all students in their classes who are using the Bus Service:
- Teachers will ensure that students are let out of classes in time to catch their buses home.
- School staff looking after Infant riders will accompany them to bus attendant at the end of each school day.
- Action will be taken on receipt of a behavioural complaint from the Bus Service Department.
- In the event of any delay to a student under their supervision they should inform Bus Service Office.

(See Reporting/Referral System.)

Principals' responsibilities

The Principal of each school will be responsible for:

- Through the Vice Principals, Heads of Grade, the Principals will follow up individual students whose behaviour persistently gives cause for concern.
- Ensuring that students are reminded regularly about bus safety and behaviour on buses.

BUS ATTENDANTS

A Bus Attendant will travel on every bus where children move from home to school or school to home. A Bus Attendant's role is one of supervision and general welfare of students only.

Bus Attendants' responsibilities

- To look after the well-being and safety of all students on the bus.
- To report any misbehaviour of students to the Bus Service Office.
- To report any symptoms of child abuse in any form to the Bus Office immediately.

Bus Attendants found behaving dishonestly or irresponsibly may have their services terminated.

Security

- Attendants must not open the door to speak with unauthorised people or allow unauthorised people to board the bus.
- Attendants must immediately report to the driver any suspicious vehicle following the bus.

Accident and emergency procedures

- Attendants are instructed to remain calm, check that the Bus Driver and Students are safe and unhurt.
- Attendants must contact the Bus Service Office, call police and/or ambulance if necessary.
- Attendants must not leave the students unattended.

Administration

- Attendants must not leave the bus until their duty is completed.
- Attendants must report to the bus driver and/or Bus Service Office if they feel unwell.

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- Attendants must check that the correct Bus Number Sign is properly displayed and clearly visible on the front, side and rear windows.
 - Attendants must check that working seat belts are available for each seat.

On the bus

- Attendants must accurately mark student attendance for every route.
- Attendants must ensure that students are wearing seatbelts at all times.
- Attendants must never be drawn into any argument with or respond physically to students.
- Attendants must not discipline any student and must avoid physical contact with students.
- Attendants must not give food, sweets, drinks etc. to students.

On the road

- Attendants must ensure that students get on and off the bus safely.
- Attendants must contact the Bus Service Office if an adult is not present to meet an Infant School student at the drop-off point and keep the student on the bus.
- Attendants must not leave an Infant School student at a stop alone.

BUS DRIVERS

Bus Drivers' responsibilities

- To transport all students to their destinations safely.
- To report any symptoms of child abuse in any form to the Bus Service Office immediately.

Bus Drivers found behaving dishonestly or irresponsibly may have their services terminated

Security

- Drivers must not open the door to speak with unauthorised people or allow unauthorised people to board the bus.
- Drivers must immediately report to the Bus Service Office any suspicious vehicle following the bus.

Accident and emergency procedures

- Drivers are instructed to remain calm, check that the Bus Attendant and students are safe and unhurt.
- Drivers must contact the Bus Service Office, call police and/or ambulance if necessary.
- Drivers must not leave the bus/students unattended.

Vehicle maintenance

- Drivers must ensure the bus is clean and in good mechanical condition before every bus trip.
- Drivers must have a communication device, first aid kit, and fire extinguisher on board at all times.

On the road

- Drivers must never drive the bus if they are tired or unwell.
- Drivers must wear proper footwear; no sandals/bare feet.

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- Drivers must notify the Bus Service Office if the Bus Attendant is not on board the bus.
 - Drivers must always drive defensively, keep to the speed limits, and obey all traffic rules.
 - Drivers must ensure the bus number is displayed and visible.
 - Drivers must wait one minute only after the assigned pick-up time before moving on.
 - Drivers must contact the Bus Service Office if a student is not at his/her pick-up point.

On the bus

- Drivers must contact the Bus Service Office if an adult is not present to meet an Infant School student at the drop-off point and keep the student on the bus.
- Drivers must not leave an Infant School student at a stop alone.
- Drivers must check with the Bus Attendant that all students are seated with their seatbelts fastened before the bus moves off.
- Drivers must not discipline any students who are misbehaving.
- Drivers must avoid physical contact with students.
- Drivers must not give food, sweets, drinks etc. to students.
- Drivers must not stop the bus at any unofficial stops to meet students', teachers' or parents' special requests.

On College premises and in the bus bay

- Drivers must observe the speed limit on the school campus.
- Drivers must not smoke on the school campus or while students are on board the bus.

We expect all drivers to drive carefully and sensibly according to the rules of the road. If a school bus is observed to be driving or operating dangerously, the bus number and/or the license plate

number should be reported to the Transport Manager immediately.

INFANT ACTIVITY BUS INFORMATION

YEAP Transport, UWCSEA's bus service provider, will offer transport for Infant School children enrolled in after school Activities and Services that end at 2.50pm. K2 and Grade 1 students will have access to this bus service in Season 1, and K1 students will have access to the Activities programme and the buses starting in Season 2.

A few points to note about the bus arrangements:

- Infant School families may sign up for three types of bus service: morning only, afternoon only or morning and afternoon. Bus service is five days a week.
- At drop off, Infant students must be met by an adult. If an adult is not present to meet the child, YEAP Transport will return the child to UWCSEA Dover to be picked up by an adult. Supervision will be provided until the child is picked up. YEAP Transport may discontinue this service for a second occurrence.
- If it happens for second occurrence, parents need to make alternative arrangements of transport moving forward.
- If the Bus has a next assignment to go to and is not returning to school, the Bus aunty will use a taxi to bring the student back to campus and then to return to the Bus; the cost for both trips will be reimbursed by the parent.
- As the 3pm buses may be larger than the morning buses, they may not be able to drop students directly at their front door. They will drop students at a central location (such as the guardhouse of the property). YEAP Transport will communicate with parents directly about the specific location of the drop-off point.

MRT FEEDER BUS SERVICE (6.15PM)

Two drop-off shuttle services are available to regular bus users in the Middle and High School for returning home after late-finishing activities. Students will need to register when getting on the bus. The service is offered on a first-come, first-served basis.

Students are expected to display the same behaviour and good conduct as on the regular bus service. *Only students signed up for the regular bus service in the afternoon may use this service.*

Shuttles will make the following stops only (no other stops allowed).

Dover Campus

Bus A

- Buona Vista MRT
- Holland Road Bus stop (outside Cold Storage)
- Bus Stop in front of Thai Embassy

Bus B

- Junction of Fort Road
- Tanjong Rhu
- Stadium MRT

East Campus

Bus A

- Paya Lebar MRT – Paya Lebar Square drop-off point on Eunos Road 8
- Boon Keng MRT (Bus Stop B60121) on Serangoon Road

Bus B

- Farrer Road MRT (Bus Stop B11119) on Farrer Road
- Bus Stop B09111 along Orchard Boulevard (opposite Four Seasons Hotel)

KEEPING CHILDREN SAFE – EVERYONE’S RESPONSIBILITY

As part of the College’s Child Safety Policy, all staff are required to abide by a ‘Code of Conduct’ and related processes that includes:

- Behaving professionally and respectfully
- Working and communicating openly
- Acting as good role model for children
- What to look for
- How to report

Note: At UWCSEA, keeping children safe is everyone's responsibility. If a parent notices symptoms of any form of child abuse or has any concerns about a child’s safety or well-being, they are asked to report it to the respective Principal and Head of Campus immediately.

If you have any concerns or questions, please contact childsafeguarding@uwcsea.edu.sg.

GET INVOLVED OR SAY HELLO

We liaise on a regular basis (when school is in session) with parents who serve on the Parents' Association (PA) and student councils through various meetings and structured tours. If you share an interest in the Bus Service and would like to learn more about the operations and influence what we provide, we welcome your enquiries. Some Facts and FAQs on the Bus Service are available on the Bus Service page on the UWCSEA website portal. For further details, please get in touch with us:



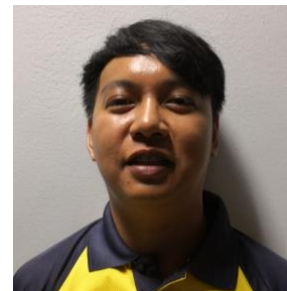
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