

SAS PARENT LISTENING SESSION

20 SEPTEMBER 2022



2022-23

BUS TRANSPORTATION



**SINGAPORE
AMERICAN
SCHOOL**



**CONTRIBUTING PRODUCTIVELY
AND POSITIVELY**



**REFRAINING FROM
DISCRIMINATION**

(religious, ethnic, racial, sexual, or gender)

COMMUNITY NORMS

As an SAS community member I agree to hold myself to a high standard of personal conduct in my interactions and communications with students, faculty, and parents. This means I will adhere to the SAS Statement of Community by:



**ASSUMING POSITIVE
INTENT**



**SHARING ACCURATE
INFORMATION**



**GOING TO THE
SOURCE**

Questions to consider before posting:

- 1) Is it the truth?
- 2) Is it fair to all concerned?
- 3) Will it build better community and friendships?
- 4) Is it beneficial to all?

PURPOSE OF TODAY'S SESSION



- Build common understanding regarding transportation at SAS
- Respond to community feedback
- Ask for additional things to consider
- Feedback form for specific questions



MEET THE TEAM



- Adrian Yeap, Chief Executive Officer, Yeap Transport
- Matt Rogers, Chief Operating Officer
- Simon Thomas, Director of Facilities and Services
- Julia Harrison, Associate Director of Parent Engagement

AGENDA



- Welcome
- Overview of transport services at SAS
- Feedback themes
- Break-out session - share your additional advice
- Next steps and close

SHARED RESPONSIBILITY



yeap transport pte ltd
we carry the future



**SINGAPORE
AMERICAN
SCHOOL**



Yeap Transport Pte Ltd

- 2nd Generation Family Business founded in 1979
- Values of Company - Safety, Service & Innovation
- Over 40 years domain expertise in Bus Fleet Management and School Bus Transportation
- Service Partner to SAS since 1993

WHO IS YEAP TRANSPORT ?



Serving International Schools' Community

- Dedicated transport service provider to SAS and 2 other international schools – UWCSEA and CIS
- Serving @10,000 passengers with @900 trips daily
- Bus Fleet Management for over 400 buses



YEAP KPI TRACKING / CUSTOMER SERVICE



Safety

- Incidents / Breakdowns / Accidents
- Audit of Cross-road drop-off locations

Logistics Performance / Impact on Learning

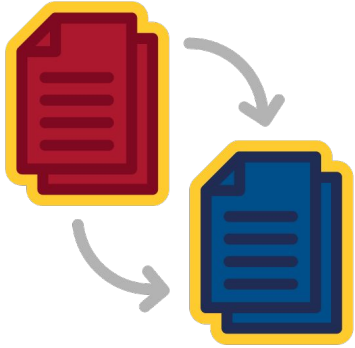
- Arrivals after 7.55 am (Late Buses)
- Arrivals before 7.25 am (Early buses)
- Journey Time : Routes > 55 mins duration

Staffing / Training

- Number of bus crew withdrawing
- Number of new bus crew
- Training of all new team members

Customer Service Timeline

- Route/Time: 14 working days
- Pastoral: 2 working days
- ASA: 2 working days
- Safety: 24hrs
- Lost and found: 24hrs
- Technology : 24hrs
- Bus Crew: 2 days



FEEDBACK THEMES

HERE IS WHAT WE HAVE HEARD...



After school bus and communication from Yeap

Child safety and bus crew

School's accountability

Pick up time

Relocation issues

HERE IS WHAT WE HAVE HEARD...



We have grouped the top feedback themes into:

Theme #1 : Pickup / Travel Times

Theme #2 : After School Activities (“ASA”) Bus

Theme #3 : Communications / School Accountability

What might we be missing from these themes? We are seeking to understand what needs to be addressed by capturing as much feedback as possible.

THEME 1 - PICKUP / TRAVEL TIMES



Theme #1 : Pickup / Travel Times

- Travel times are sometimes long - recognize that it would be better for the students and the transport provider to minimize the amount of time students spend travelling by bus.
- More sleep is always good!
- There is an contractual expectation that travel times should be no more than 55 Mins without exceptional circumstances and permission from the school.
(for instance students living outside of normal catchment areas)

Significant Factors Affecting Travel Times

- Availability of routes in specific areas
- Availability of Buses, Drivers and Monitors
- Local conditions around the drop offs (Speed Limits, Lack of U-turns, etc.)
- Local Traffic Conditions at certain times
- Traffic Conditions around SAS - Buses can take up to 15 mins getting into the campus.

THEME 2 - AFTERSCHOOL ACTIVITIES BUSES



Theme #2 : ASA Buses

- ASA Buses are late leaving the campus
- Multiple Buses serving locations (Especially Route D)
- Management and Organisation of Students getting on the bus inside the campus
- No ability to track students riding this service 'real time' so arrival times are known
- Questions about why the service is not direct to home like other international schools

Significant Factors affecting ASA Buses

- School's position to maximize flexibility for students
- Prior notice of number of students that may utilize the service on a specific day
- Earlier Pickups in ES and the "trickle down effect"
- Campus exit limitations (In progress)
- Systems to manage student behavior and Queuing
- Lack of a technical system

We are confident that we can address a majority of the current concerns that we have observed and have been raised with the ASA buses by the end of this week. SAS is directly supporting YEAP with a number of operational areas that will help manage this service better.



Theme #3 : Communications

- Lack of timely responses
 - Phone Engaged
 - Slow Email reply
- Difficulty providing immediate solutions
- Does the school become aware of problems or incidents?

Significant Factors affecting Communications

- Volume and timing of enquiries
- Systems



Operations / Logistics

- **My bus route timings have changed. Is this usual?**
- **What happens when the driver or bus auntie is sick?**

Administration / Relocations

- **Why does it take 14 days to process my change of address?**

Child Safety & Bus Crews

- **How do you follow up on poor conduct or behavior of the bus driver or monitors?**

TURN AND TALK

We will break into groups for 10 minutes to consider two things:

- 1. What is still missing that we should be thinking about regarding your child's bus experience? Note them on the form.**



TURN AND TALK SHARE YOUR TOP PRIORITIES



2. Looking at the themes we have surfaced today, which should be our top priorities?

Vote on your top 3 priorities on this form:





September 21-28

Collate and review feedback / develop action items

September 30

Share feedback and initial action items in eNews



BUS HANDBOOK:



Primary Email (YEAP):
SAS@yeaptpt.com

Escalation (SAS):
Bus@sas.edu.sg