

# School Bus Handbook

## 2023–2024

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## Introduction

The KIS Transportation system is the responsibility of School Services department who manage the daily operation of the KIS transportation and work closely with our transport service provider.

The KIS school bus is run by our contracted bus service provider (Montri Transport PLC.) The school does not directly employ Montri's bus drivers and bus monitors. School Services department ensures high standards of the bus service, schedule maintenance and safety and wellbeing of our students are monitored.

## Vehicle Description

Montri provides new Toyota Commuter Vans. Each vehicle can accommodate up to 12 passengers at the back seat (11 seats are assigned for students and 1 seat is for the bus monitor). All vans are equipped with the following safety features:

1. Three-point – retractable seat belts for all seats
2. Specific – Group Trunked Mobile Radio
3. CCTV Camera (Interior and Exterior Functions)
4. GPS (Global Positioning System) Vehicle Tracking Device Usage
5. RFID (Radio Frequency Identification)
6. Fire extinguisher
7. Window hammer
8. First Aid Kit
9. Spare tire lock
10. Panic button
11. Umbrellas
12. Window Films and Curtains
13. Child sensor

#### CCTV Camera (Interior and Exterior Functions)



#### Panic Button



RFID  
(Radio Frequency Identification)



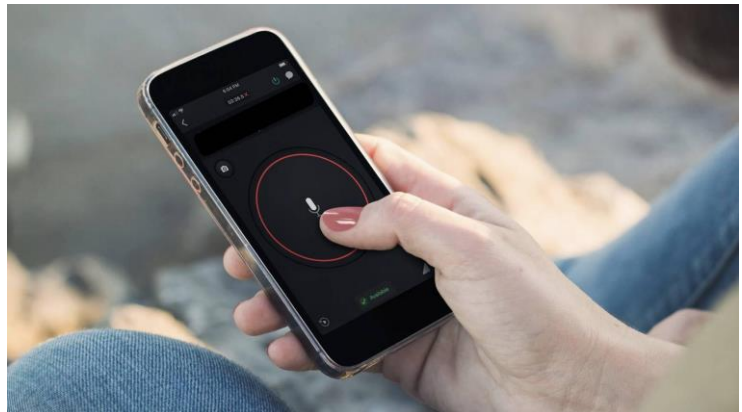
Three-point-retractable seatbelts for all seats

### 1. Three-point – retractable seat belts for all seats



### 2. Fast Communication System (Push-to-talk Application)

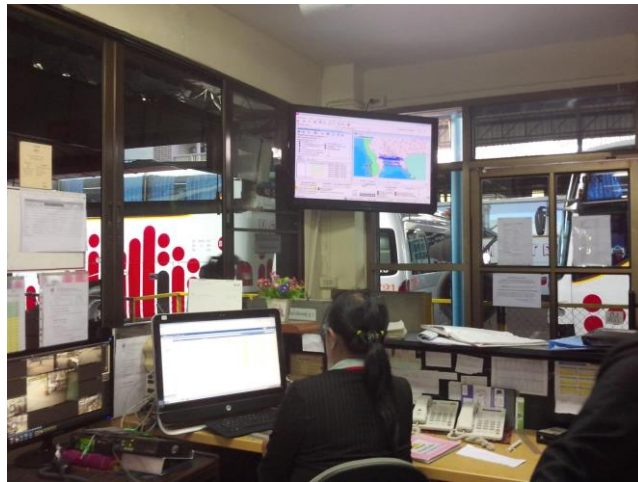
The supervisor team and 'MONTRI' Head office can keep good and fast lines of communication among the operation team; bus drivers & bus monitors to ensure smoothness and quality of school bus service through mobile phone and updated push-to-talk applications.



**3. CCTV Camera**  
(Interior and Exterior Functions) (*Within 24 hours for data review*)



**4. GPS (Global Positioning System)**  
**Vehicle Tracking Device Usage**



**5. RFID (Radio Frequency Identification)**

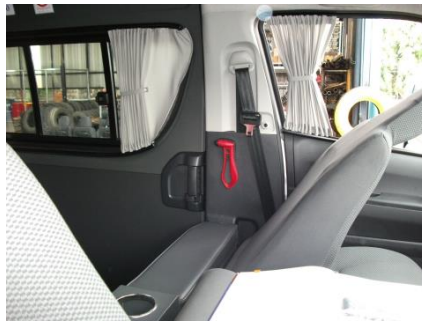




**6. Fire extinguisher**



**7. Window hammer**



**8. First Aid Kit**



**9. Spare tire lock**



**10. Panic button**



|                                      |  |  |
|--------------------------------------|--|--|
| <b>11. Umbrellas</b>                 |  |  |
| <b>12. Window Films and Curtains</b> |  |  |
| <b>13. Child Sensor</b>              |  |  |

## Bus Driver / Bus Monitors



Drivers are carefully recruited after being checked for criminal records and health status. All bus drivers must pass a standard engine safety check training course and practical safety driving skills organized by authorized professional bodies. In addition, all drivers must undergo Breathalyzer tests daily before beginning work every morning. They are also required to have annual health checkups, regular vision checks as well as checking for any communicable diseases. Bus monitors will need to undergo a basic first aid and CPR course (modified course was applied to meet with the current pandemic). Both bus drivers and bus monitors have very basic understanding and speaking of English.



## Morning Pick-Up

Assigned school vans must strictly use designated pick-up points agreed with parents. The designated schedule will be adhered to and school vans will not deviate from their assigned routes and stops. Please allow extra time by waiting at the designated pick-up point before the scheduled pick-up time to avoid unnecessary delay in the morning. If the school van runs late, parents will be contacted and informed of the delay by Montri Call Center.

Parents will be informed of where the school van is currently located and the expected time the van is to arrive. Please prepare your child accordingly.

Should the pick-up point be changed (also refer to emergency situations and Inclement weather sections), parents must notify the school van ahead of time by calling Montri Central Control to inform the school van of the new temporary pick-up point. Primary school students are advised to have an adult supervising them while waiting to be picked up.

## Arriving At School

### 1. Primary School Students

The school van will drop primary students at the primary school entrance. The bus monitors will accompany students getting off the school van and into the school building. Should the school van arrive early i.e. before 7:30am. Students will be supervised inside the primary school atrium. The bus monitor will supervise them until

there is an adult supervisor in the school playground. Please refer to Playground Rule policy or Family Handbook for more information.

### 2. Secondary School Students

No students (unless DP students) are allowed to enter the secondary school building before 7:20 am. (The pandemic has made this rule flexible and students will enter the campus when they arrive). Students can also wait in the designated waiting area which is located by the secondary school entrance.

## Afternoon Drop off

### 1. Primary School Students

Once enrolled with the school van service, parents are therefore granting authorization for the bus monitor to sign students out from class. The bus monitor will accompany students to the school van waiting outside the primary school entrance. Once students get onto van, they must tap their RFID Card on the card reader installed in the van to register themselves in the vehicle. Parents will receive an Email once the students tap their card. School vans will leave as soon as all students are seated on the bus.

Under school and parent agreement, students will be dropped off at the agreed drop off point. If there is a change in the drop off point, an advanced written notice should be made to the school services staff at [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th). The bus monitor will make sure that students get off the vehicle safely. It is the parents' responsibility to arrange for an adult supervisor to pick up your child from the

school van. If your child can walk to their apartment room or building; this will need to be communicated to School Services department.

In the case of a delay of more than half an hour, parents will be contacted of such delay by Montri Customer Service staff.

## **2. Secondary School Students**

Secondary students are responsible for making their way to the school vans, which will be stationed at the secondary school entrance. All school vans are scheduled to leave school no later than 3:00 pm. Students' cooperation is needed so that the vans can make their way back for the late bus round (please refer to late bus section). School reserves the right to allow the school vans to leave as scheduled and under this circumstance, there will be no late bus provision for this case. School vans will leave as soon as all students are seated on the bus.

With parent permission, students will be dropped off at the agreed drop off point. If there is a change to the drop off point, a written notice should be made to [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th). The bus monitor will make sure that students get off the vehicle safely. It is the parents' responsibility to arrange for an adult supervisor to pick up your child from the school van. If your child can make their way to their apartment room or building or take an elevator by themselves, this will need to be communicated to School Services department at the beginning to avoid delay.

In the case of a delay of more than half an hour, parents will be contacted of such delay by Montri Customer Service staff.

## **Late Bus**

The late bus or second round bus is used to encourage broader participation in extra-curricular activity programmes. It is automatically provided for bus students who are enrolled in Sports Coaching, Clubs and ECAs or registered tutorials. It is not seen as a late bus home. Please note that there will be no late bus provision for late night performances or parent's evenings or late student conferences. Students who need to stay after school i.e. after the first round buses leave (3 p.m.) for other matters will be required to contact School Services department before 1 p.m. to request for the late bus. Failure to make the late bus request will result in no transportation. Parents/guardians are, therefore, responsible for picking up your child from school. There will be no refund for this case and no supervision provided. Due to the differences in the finishing times for the extracurricular activity programmes, most late buses will arrive at school and depart with your child no later than 4:50 pm. If your child is likely to arrive home late, you will receive a call / SMS from Montri to inform of the delay after 4:50 pm. However, if your child has got on the bus any time before 4:50 pm., you will receive the E-mail boarding notification as usual. Please expect the traveling time to be 40–90 mins.

Once your child boarded the van, you may still contact Montri Call Center

+66(0) 2906 0160 English and Thai Ext.: 301-304, 307-309 to inquire about your child's van location.

Late buses normally leave right after the activities finish, allowing a few minutes

for students to wash their hands or go to the bathroom before leaving. Normal dropping off procedure applies.

## Important Dates – No School Bus Service

On occasions where there are events held outside of school hours.

*These events are:*

- SS Three–ways conferences
- SS Parent-Teacher conferences
- PS Student led conferences.
- Late evening off-campus sports tournaments/competitions
- Residential trips / field trips (trips will be announced if no bus service is provided)
- Late evening school performances

Please ensure that on the following days, there will be no school bus services and that parents/guardians are advised to seek alternative transportation to attend those events/activities.

## Students–Code of Conduct

Below are the guidelines that all children are expected to follow while travelling on the school bus. Violations of these rules and any other conduct detrimental to good order and discipline may draw a suspension. Older students are expected to behave more maturely and thoughtfully than younger students, therefore they will be held more responsible for the consequences of their misconduct. Older students are expected to set an example for younger students.

1. Be on time at the pick–up point.
2. Follow the bus driver and bus monitor's instruction.

3. Seatbelts must always be worn when travelling in the bus.
4. Boarding or exiting the bus safely, this includes not crossing in front or behind the bus.
5. Do not stand while the bus is in motion and all students should be properly seated.
6. Do not obstruct an empty seat, door, stairs, or aisle.
7. Do not make excessive noise.
8. Do not throw things.
9. Do not damage the bus.
10. No fighting, hitting, biting, or pushing.
11. Keep your hands, feet, and other body parts to yourself.
12. Keep your hands, feet, and other body parts inside the bus always.

13. Do not disturb, insult, or harass other students and adult chaperons.
14. Do not bring food that has a strong smell. Snacks should be packed in a way that is easy to consume and won't cause any mess. No ice shavings, ice-cream, hot food or chewing gum are to be brought on the bus.
15. No Public Display of Affection (PDA).
16. Do not use profane or obscene language or gestures.
17. Keep the bus clean.
18. Any actions that lead to bus accidents.
19. All KIS disciplinary policies applied.
20. All ICT essential agreements applied.

## Consequences

Students shall be required to conduct themselves in a manner consistent with established standards for classroom behaviour. Incidents of student misconduct will be documented by the bus driver/ monitor. Principal/ homeroom teacher, school services director or Administrative Assistants, depending on the level of severity, will inform the parents about the misconduct either by telephone or email, and request their cooperation in correcting the student's behaviour. Students who have a serious disciplinary problem on the bus may have their riding privilege suspended indefinitely by school services director. In such cases, the parents for the student involved become responsible for the student's transportation to and from school. No refund will be given in such

case.

## Parents' Responsibilities

### ***Parents/guardians are responsible for:***

- Ensuring your child is taken to the pick-up point on time and making appropriate arrangements for your child to be picked up from the drop-off point in the afternoon. Please refer to "*Afternoon Drop off*" section.
- Please note that the bus will wait for only ONE MINUTE after the designated time before moving onto the next pick-up point. Unfortunately, Montri will not call you to check where your child is, and the school will not be responsible for subsequent travel to school.
- Notifying school services department of any variations to your child's usual travel schedules or pick-up/drop-off arrangements.
- Managing your child's behaviour, ensuring that your child understands and follows the requirements of the Code of Conduct.
- Ensure that two-way communication is apparent.

## Inclement Weather

Bangkok is susceptible to tropical thunderstorms and heavy rainfall especially during the rainy season (Sep-Nov, May-June). When weather conditions place the safety of transporting bus students at risk, school will notify parents of the situation and alternative routing or procedure will be in place.

Should there be any flooding occurring at the pick-up or drop off

point, Montri staff will contact parents to inform them of any changes.

### **Transporting of friends, non-registered riders etc.**

We will not transport friends to sleepovers or birthday parties etc. to a stop that is outside of the designated location. Friends or non-registered riders can travel on the bus if he/she is travelling with a bus friend and is going to the designated stop. There will be an extra cost for travelling, please contact school services department and make a request in advance.

### **Items left on the bus**

KIS is not responsible for items left on the bus. Any item left on the bus will be returned to the school services department. As always, students should be encouraged to look after their belongings as KIS cannot be held responsible for such losses.

### **Bringing medicines to school**

Parents/guardians are asked to contact the nurse's office at [kishealth@kis.ac.th](mailto:kishealth@kis.ac.th) to notify of the medicines brought with your child or medical needs. You may be asked to give written permission to authorize the medicine dispensation.

### **Emergency Procedures**

#### **1. Sick child on the bus**

Parents/guardians will be informed should your child require medical attention. Bus monitors, who have been trained with first aid

assessment and handling, will be taking care of the sick student as best as they can. Depending on the severity and condition of the illness, the bus monitor may take the sick student home first in the route. In severe cases, the school will notify parents/guardians and decide the nearest referred hospital. Please also see school medical guidelines in the current Family Handbook for additional information.

#### **2. Vehicle break down / accident**

##### **2.1 *Vehicle break down.***

Bus drivers will attempt to park the vehicle at the safest location. All bus students are to remain in the bus and stay seated. If the parking spot poses any risks to the students in the vehicle, then they will all be evacuated out of the vehicle escorted by the bus monitor to a safe location. Montri will send a replacement vehicle immediately. Detailed procedures for emergency situations are written in the driver handbook and Montri staff will strictly follow the procedures.

##### **2.2 *Vehicle accident***

In all vehicle accident cases, Montri will send a replacement vehicle to the scene as soon as possible. In case of minor accidents and students are not injured, they will be transferred to a substitute van and be taken home. Parents/guardians will be informed of the situation. For major accidents with minor or major injuries. The school will notify parents/guardians immediately of the situation. All school buses are equipped with safety features, please refer to vehicle description.



### 3. Political protest / Road block

Montri and KIS are working closely in monitoring daily traffic. Should irregularities arise, the school's Crisis Response Plan will become effective and all participants will be expected to strictly following the procedures.

#### Insurance

Montri Transport has a contracted insurance company to provide all passengers with adequate accidental insurance coverage. The insurance covers accidental death, dismemberment, permanent disability, and medical treatment up to an agreed amount. Parents are welcome to inquire into Montri's accidental insurance coverage. Should you feel that this policy is inadequate, we advise you to purchase additional insurance coverage.

#### RFID (Radio Frequency Identification)

The RFID is designed to work with GPS tracking, interfaces with SmartFleet™ vehicle tracking server. When the student taps his/her RFID student card upon entering the school bus, data is recorded into the database and the information is immediately sent to parents by email. Please note that the data will be stored in the database only if the students tap their RFID card. "No Tap, No Information"

#### Communication/Contact Points

- 1) Please direct your requests to [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th), if you have

inquiries about: Terminating school bus services

- Cancellation of bus for a day or for a short period of time
- Non-bus friends joining in the van.
- Change pick-up/drop-off address (relocation)
- Change in the pick-up and drop off addresses temporarily or permanently.
- Request for a late bus

- 2) Please direct your inquiries to **Montri Call Center** 02 906 0160 Ext. 301-304, 307-309 or email [info@montri.co.th](mailto:info@montri.co.th), [cscenter@montri.co.th](mailto:cscenter@montri.co.th) for inquiries:

- Check your child's whereabouts.
- Late pick up.
- Late drop off.
- Unable to pick up your child at the drop off point.

- 3) Passing items or document through bus monitor

It is strongly advised that any items/ documents/ letters/ permission slips/ money should be sealed in an envelope before passing the items to bus monitors.

Also, when you're passing anything, please communicate with the school by emailing [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th) Bus monitors may refuse to accept any items from parents unless they have been informed by the school representatives.

For administration of medicine or further inquiries regarding KIS school bus services, please contact [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th) may refuse to

accept any items from parents unless they have been informed by the school representatives.

- 4) For administration of medicine or further inquiries regarding KIS school bus services, please contact [kistransport@kis.ac.th](mailto:kistransport@kis.ac.th)

## MONTRI CUSTOMER SERVICE DEPARTMENT

### Office hours:

Monday-Friday 8:00 a.m.-6:00 p.m.

### Telephone:

02-906-0160 ext.: 301-304, 307-309  
(English & Thai)

### E-Mail:

info@montri.co.th,  
cscenter@montri.co.th

### Emergency call:

086-341-8819, 081-466-3508

## MONTRI 24hrs STANDBY OPERATOR

### Telephone:

02-906-0160 Ext. 101-103

### Office hours:

Monday-Friday  
05:00 a.m.-7:00 p.m.

Saturday-Sunday  
8:00 a.m.-7:00 p.m. ext. 0

Updated May 2023

## School bus zoning

|                   |                                      |
|-------------------|--------------------------------------|
| <b>Zone<br/>1</b> | • Pracha-Utit Road                   |
|                   | • Ladprao Road Soi 23-101 (odd no.)  |
|                   | • Ladprao Road Soi 28-124 (even no.) |

|                   |                                       |
|-------------------|---------------------------------------|
| <b>Zone<br/>2</b> | • Sukhumvit Road Soi 1-11 (odd no.)   |
|                   | • Sukhumvit Road Soi 73-101 (odd no.) |
|                   | • Sukhumvit Road Soi 2-62 (even no.)  |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Asoke Road</li></ul>   |
|  | <ul style="list-style-type: none"><li>• Soi Soonvijai</li></ul>                                      |
|  | <ul style="list-style-type: none"><li>• Sukhumvit Road Soi 13-71 (odd no.)</li></ul>                 |
|  | <ul style="list-style-type: none"><li>• Ekamai Road</li></ul>  |
|  | <ul style="list-style-type: none"><li>• Thonglor Road</li></ul>                                      |
|  | <ul style="list-style-type: none"><li>• Suthisarn Road (Aree - Ratchadapisek)</li></ul>              |
|  | <ul style="list-style-type: none"><li>• Praditmanutham Road</li></ul>                                |
|  | <ul style="list-style-type: none"><li>• Ratchadapisek Road (Asoke-Ratchadapisek-Suthisarn)</li></ul> |
|  | <ul style="list-style-type: none"><li>• Rama 9 Road (Ratchadapisek – Rama 9 Soi 19)</li></ul>        |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Rama 4 Road (Prakanong up to Kluay Nam Thai)</li></ul>           |
|  | <ul style="list-style-type: none"><li>• Pradiphat Road Soi 7-25</li></ul>                                |
|  | <ul style="list-style-type: none"><li>• Ladprao Road Soi 1-21 (odd no.)</li></ul>                        |
|  | <ul style="list-style-type: none"><li>• Ladprao Road Soi 4-26 (even no.)</li></ul>                       |
|  | <ul style="list-style-type: none"><li>• Kaset Nawamin Road</li></ul>                                     |
|  | <ul style="list-style-type: none"><li>• Ramintra Road (even Sois up to Outer ring Road)</li></ul>        |
|  | <ul style="list-style-type: none"><li>• Suthisarn Road (Phaholyothin – Vibhavadee)</li></ul>             |
|  | <ul style="list-style-type: none"><li>• Rama 9 Road (Premier – Ramkhamhang)</li></ul>                    |
|  | <ul style="list-style-type: none"><li>• Ratchadapisek Road (Ratchadapisek-Ladprao-Rachayothin)</li></ul> |

|   |  |
|---|--|
| Zone 3  | <ul style="list-style-type: none"><li>• Rama 4 Road (Kluay Nam Thai up to Witthayu junction)</li></ul>                     |
|   | <ul style="list-style-type: none"><li>• Silom Road</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Narathiwas Road</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Rama 3 Road Soi 39-57</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Rajadamri Road</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Ploenchit Road</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Pattanakarn Road</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Kanchanapisek Road (Outbound heading to Fashion Island department store)</li></ul> |
|   | <ul style="list-style-type: none"><li>• Sathorn Road (Rama IV side)</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Chatuchot - Watcharaphol</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Sukhaphibal 5</li></ul>  |
| <ul style="list-style-type: none"><li>• SV City, Rama 3</li></ul> |  |

|   |   |
|---|---|
| Zone 4  | <p>Other areas will be offered only subject to demand. These listed areas may not be bus service available.</p> |
|   | <ul style="list-style-type: none"><li>• Don Muang</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Si Kan</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Ban Mai</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Pakkret</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Khanna Yao</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Min Buri</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Saphan Sung</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Taling Chan</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Khlong San</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Lat Krabang</li></ul>   |
| <ul style="list-style-type: none"><li>• Nichada Thani</li></ul> |   |

## Bus Timing

The approximate pick-up time is between 5:45 am. and 7:00 am. and the drop off time is between 3:30 and 6:00 pm., depending on the traffic conditions and the distance of the dropping off address. If the bus has only primary school students on board, it will leave at approximately 3:00 p.m.

## Bus student categories

### Contract bus student:

Regular bus students are those who have been requested to use the bus service on a regular basis and use the service to the end of the term. The bus fees are shown on a termly and yearly basis below:

### Termly School Bus Fee 2023/24:

| Zones  | Term 1 | Term 2 | Term 3 | Yearly |
|--------|--------|--------|--------|--------|
| Zone 1 | 39,400 | 29,600 | 19,800 | 88,800 |

|   |        |        |        |         |
|---|--------|--------|--------|---------|
| <b>Zone 2</b>                             | 43,500 | 32,700 | 21,800 | 98,000  |
| <b>Zone 3</b>                             | 48,000 | 36,100 | 24,000 | 108,100 |
| <b>Zone 4</b><br>(Upon sufficient demand) | 51,200 | 38,400 | 25,700 | 115,300 |

**Remark:** There is no sibling discount and the same fees applied to both one way and round trip.

Fee calculation and payment process for regular bus students. Once the bus request form has been submitted, the school services department will confirm the pick-up and drop off times with the parents following which an invoice will be issued. Payment will need to be settled before the bus service starts. Please note that the fee will be invoiced and paid on a termly basis

#### **Non-contract bus student:**

Non-regular bus students are those who have requested occasional or short-term bus use. This service is subject to space availability. All requests must be contacted via school services department.

#### **Daily School Bus Fee 2023/24:**

| <b>Zones</b>                              | <b>One Way per Day</b> | <b>Round Trip per Day</b> |
|---|------------------------|---------------------------|
| <b>Van Zone 1</b>                         | 450 Baht               | 900 Baht                  |
| <b>Van Zone 2</b>                         | 500 Baht               | 1,000 Baht                |
| <b>Van Zone 3</b>                         | 550 Baht               | 1,100 Baht                |
| <b>Van Zone 4</b><br>(short-term request) | 600 Baht               | 1,200 Baht                |

#### **Refund and Cancellation of bus use**

- Cancellation of the bus service must be made in writing to the school services department (kistransport@kis.ac.th) at least 2 weeks in advance.
- Fees are invoiced on a termly basis. Due to the leasing agreement with Montri, no refund can be given to any cancellation before or after the mid-term point.

#### **Communication and Contact Point**

Please direct your requests to kistransport@kis.ac.th if you have these inquiries:

- Applying for school van service.
- Fees inquiry
- Termination of school van service.
- Comments/Feedback
- Non-bus friends joining in the van.
- Change in the pick-up and drop off addresses.
- Pick-up / drop off times (only for family joining for the first time).

**The following inquiries are to be communicated:**

- Request no bus use due to absences from the school. However, you are still responsible for letting the school know of the absence reason.
- Late picking up
- Late dropping off
- Left belongings in the vehicle
- Change of pick-up person

**Transportation Rules and Regulations**

All bus students and families will be given a handbook which will indicate common practice and procedures. Bus families will need to be familiar with rules and regulations for the safety of the child.

**END**