

# TAS TRANSPORTATION DEPARTMENT MANUAL

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## **WELCOME LETTER**

I would like to take this opportunity to welcome you to Taipei American School and the TAS Transportation Department.

Student safety is essential in any school bus program. We have developed this manual to provide information to both the student and the parent to ensure that bussing can be a safe and effective transportation experience for your student. Please review the manual with your student to be sure that expectations for student behavior are well understood.

I invite you to call me or drop by my office anytime you have concerns or questions regarding the TAS transportation services.

Sincerely,

William Wang

Transportation Supervisor

7750-9307 (Direct line) , or 7750-9900 ext. 304 or 307

Mobile: 0937 943 196

Transportation Manager, William Wang: [wangwi@tas.edu.tw](mailto:wangwi@tas.edu.tw)

## SCHOOL BUS SERVICE

1. Taipei American School maintains bus routes to major areas in the greater Taipei City.
2. Bus service is provided on all days that school is in session, beginning with the first day of school and continuing through to the last day of school.
3. The school contracts its transportation services to qualified commercial transportation companies that are screened by the school administration and monitored by the transportation supervisor. These companies conform to Taiwan Ministry of Transportation and Communications regulations governing the transport of school children; including vehicle inspection, driver qualification, licensing, and police record check.
4. All buses are clearly marked with TAS signs as well as the bus route number.
5. Bus routes and schedules are designed to deliver all students to the TAS campus prior to 7:35AM.
6. Pick-up and drop-off locations will be as close as possible to the student's home and will depend upon:
  - a. Bus size and the route's travel time
  - b. Street size, condition, and location
  - c. Traffic conditions and regulations
7. All registered school bus riders are covered by insurance for regular trips to and from school as well as all field trips and late buses.
8. Taipei American School operates several buses leaving school at 5:30PM. These buses are for middle and upper

school students participating in an organized after-school activity and operate on different routes than the morning bus. Lower school students may not ride the late bus except under special circumstances and then only with the written permission of the lower school principal.

9. Transportation fees are charged on a semester basis, either one-way or round-trip. The transportation fee is non-refundable except under the conditions listed in the school enrollment contract. Please refer to the current Fee Schedule for rates.

## **BUS REGISTRATION**

1. Bus registration is required for all students, both returning and new, at the beginning of each school year.
2. If you are in temporary quarters at the time of registration, please notify the Admissions Office and Transportation Office as soon as a permanent address is known so an accurate bus stop assignment can be made.
3. For transportation services to be provided, the following must be completed:
  - a. A completed Family Information Form requesting bus service for the current semester is on file in the Transportation Office.
  - b. The bus fee is paid at the cashier's office.
  - c. The address of the home of the student has been provided to the Transportation office.
    - NOTE: If you are in temporary quarters at the time of registration, please notify the Admissions Office and Transportation Office as soon as a permanent address is known so an accurate bus stop assignment can be made.
  - d. There is a bus route to and from their residence area and bus space is available.

## **BUS STOPS AND ROUTES**

1. The scheduling of bus routes is the responsibility of the Transportation Supervisor in consultation with the Facilities Director. Schedules will be established to make efficient use of vehicles available with the safety and convenience of passengers held as the primary objective.
2. Pick-up and drop-off locations will be as close as possible to the student's home and will depend upon:
  - a. Bus size and the route's travel time
  - b. Street size, condition, and location
  - c. Traffic conditions and regulations
3. Requests for a change in either bus stop or bus route must be made by a parent in writing to the Transportation Office, and the appropriate fees will apply.
4. Since seating is limited, students must only ride the bus to which they are assigned.

## DAILY GUIDELINES

1. Buses must maintain a schedule for students to arrive at TAS on time. Buses will leave the bus stop on schedule and not wait for late students. The time indicated on your student's bus pass is the time the bus departs the bus stop.
2. TAS will make every effort to meet its transportation commitment; however, occasionally due to circumstances beyond our control, a bus may be late or not make its run. If a bus does not show up at the bus stop or is more than 10 minutes late, contact the Transportation Office immediately.
  - 7750-9307 (Direct line), or 7750-9900 ext. 304 or 307
  - Mobile: 0937 943 196
  - Transportation Secretary, Sandy Lee: lees@tas.edu.tw
  - Transportation Manager, William Wang: wangwi@tas.edu.tw
3. If alternate transportation is unavailable in a timely manner, the student should follow his or her parent's directions for obtaining transportation to school. If the parent chooses to place the student in a taxi, the taxi fee will be reimbursed.
4. Buses will load and unload students at TAS in the bus parking area.
5. Lost Items: The school is not liable for any item left on the school bus. The monitors check the buses after each run and place any found items in Lost and Found area of the Student Store. A list of these items is regularly sent to the individual school offices.
6. The school operates several late buses departing at 5:30PM. These buses do not follow the same routes as the regular buses and do not stop at every regular stop. The late buses

are for upper school and middle school students only.

7. Upon the bus arriving at the assigned stop, Kindergarten children must be met at the bus stop by a parent or a known adult. If no one meets them, the child will be brought back to school and the parent contacted to collect the student at school.
8. Loading gates are closed by the bus monitors when the departure warning whistle sounds. After the bus door is closed, no student will be allowed to board the bus. Students are not to enter the bus parking lot under any circumstances after the bus loading gates are closed.

## **RULES AND STUDENT BEHAVIOR EXPECTATIONS**

Using the TAS values of Honesty, Kindness, Respect, Courage and Responsibility is a good foundation for student behavior expectations. Below is a list of specific behavior expectations for your student's understanding:

1. Be present at the bus stop a few minutes before the designated departure time as the bus cannot wait for late-comers. The bus must maintain a schedule to meet school-starting time.
2. For your safety and the safety of others, wait until the bus comes to a complete stop before leaving your seat.
3. To avoid personal injury, never stick head, hands, arms, or any other part of your body out of the windows or doors.
4. To make sure there is enough room for everyone, keep personal possessions such as book bags on your lap and not in the aisles or on the seats.
5. Students must sit in a seat and may not share a seat.
6. Drivers are not permitted to deviate from the scheduled route and/or stops; only the Transportation Office can authorize any changes.
7. Always get off the bus at your designated bus stop unless your parents have made prior arrangements with the Transportation Office.
8. Practice courtesy to your fellow students, your bus driver, and bus monitor. Language on the bus should conform to normal classroom standards.
9. Driving a school bus in Taipei traffic requires the full atten-

tion of the bus driver. Avoid loud talking or shouting and distractions that might divert the driver's attention. This includes standing up and/or changing seats while the bus is in operation.

10. Please use head/ear-phones when playing music or video games.
11. Never throw anything in the bus or out the bus window.
12. Help maintain a clean and sanitary bus. Eating, drinking, and chewing gum are not permitted on the bus.
13. For their own safety, students must remain in their seats, fasten seat belt, facing forward.
14. Once you have boarded the bus, do not get off unless instructed to do so by a school official.
15. Should the bus be involved in an accident, students must follow the directions of the bus monitor, and may not depart the bus without their permission. Parents will be notified and the Transportation Office will dispatch another vehicle to take you to your destination and notify your parents as soon as possible.
16. Respect the personal property of others.
17. Enter and exit the bus through the front door only. The rear door is an emergency exit and should be used exclusively for that purpose.

## **BUSSING FAQ's**

**Q:** Does TAS offer a door-to-door bussing service?

**A:** No. Pick-up and drop-off locations will be as close as possible to the student's home and will depend upon:

- Bus size and the route's travel time
- Street size, condition, and location
- Traffic conditions and regulations

**Q:** Who do I contact if I want to make a change to my student's busing schedule, route or stop?

**A:** Please contact the Transportation office.

7750-9307 (Direct line), or 7750-9900 ext. 304 or 307

Mobile: 0937 943 196

Transportation Secretary, Sandy Lee: lees@tas.edu.tw

Transportation Manager, William Wang: wangwi@tas.edu.tw

**Q:** Who do I contact if my student is having an issue while riding the bus?

**A:** Students should start by informing the bus monitor of the situation and asking for help when needed. If this does not resolve the issue,

the student, or the parent, may contact the transportation office at: 7750-9307 (Direct line), or 7750-9900 ext. 304 or 307

Mobile: 0937 943 196

Transportation Secretary, Sandy Lee: lees@tas.edu.tw

Transportation Manager, William Wang: wangwi@tas.edu.tw

Students and/or parents may also speak with their school counselor for support if the issue is difficult to talk about with the monitor or other school personnel.

**Q:** May my student bring a friend home on the bus?

**A:** We are not able to provide guest passes for the buses due to the limited availability of seats.

**Q:** Why did the school change the transportation fee schedule this school year?

**A:** The new fee schedule was developed to better align the services with the costs.

When developing the new bussing fee schedule, we researched other schools in the area as part of our review process and developed our approach using this information. The previous fee schedule had one fee for all users. This meant that a student living 1 km from the school was charged the same fee as someone living 10 km from the school. Our goal was to offer a transportation fee structure that used a three-zoned approach based on distance from the school, and a basic rate for the one route one stop rider, so that basic users no longer covered the costs for the more complex users, who required many routes and stops. We will review the fee schedule for the coming year and make adjustments as needed.