



The Winstedt School

SCHOOL BUS

HANDBOOK



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About Us

Yellow Bus Services Pte Ltd (hereinafter referred to as Yellow Bus) seeks to establish stable, secure and trusting relationships with our business partners. We have over twenty years of experience in this field with a reputation based on integrity and dedication towards our customers.

Our notable business partners have included J.P Morgan and Google, an indicator of the professionalism and a keen eye to detail we display in providing reliable transport, rain or shine, to business corporations and entities. Furthermore, we have a good track record working with international and local schools such as Singapore American School, United World College S.E.A, British Council, Canadian International School, Pei Hua Secondary School, Yuying Secondary School and others. We have also ferried younger schoolchildren returning to and fro from childcare centres. Reinforcing the fact that safety is indeed our main priority, and we are trusted by a multitude of educational institutions and parents alike with the well-being and care of their students and children.

Moving forward, we hope to grow together with you. We strive to constantly improve our service for families of The Winstedt School and we look forward to being of service to you and your children.

Contact Us



“Travel Safe, Travel Yellow Bus”

Mailing Address

28 SIN MING LANE #03-135 MIDVIEW CITY S(573972)

YB Transport Office

Office No (Billing) : +65 6556 4257 (9:00 AM - 4:00 PM)

Operations No : +65 8182 4197

Email : twbus@yellowbus.com.sg

Website : <https://yellowbus.com.sg/>

Operations Manager

Name : Ms Evelyn Koh

Contact No : +65 8182 4197

Office Hours

Monday to Fridays : 0700 to 1700

Lunch Break : 1215 to 1315

Office Hours (School Holidays)

Monday to Fridays : 0900 to 1500

Lunch Break : 1215 to 1315

Onboarding the Bus Service

The Winstedt School and Yellow Bus aims to provide safe and pleasant travel journey to and from school and home every day. The safety of the students and the efficient running of the bus service are our highest priority.

Enrolment

To enrol, kindly complete and submit the online registration form which will be available on the school and Yellow Bus website.

- Enrolment into the bus service is only necessary once per year; your enrollment will be automatically renewed every year..
- If you change your address please inform us with at least 2 weeks' notice so we can ensure that the transport service is able to serve your new address.
- Please allow at least 2 working weeks between the date of submission and the start date of bus service. Late submission of the application form may result in students being unable to get on the bus on the desired date.
- Priority will be given to parents applying for two-way service over one-way service

For students that are registering for ECA bus services only, please be informed that the current rates are subsidised for regular bus service riders. Therefore, students registering for ECA bus services only will be charged according to the rates of a one-way regular bus service instead.

Routings & Coverage

Please note that we will try our best to offer bus services for all families. However, if your house is located in a niche area, you may have to expect a longer journey that takes more than 60 mins.

The availability of these routings is reviewed regularly; please contact us for more details.

The Transport Office also reserves the right to refuse new transport services for routings which do not have a minimum number of riders per mini-bus and routings that are beyond the travel time limit set by the school for the welfare of the students.

Arrival & Departure

In the morning, there are approximately 13 buses that serve roughly 50% of our students arriving at school between 8:00 a.m. and 8:20 a.m. When students arrive, they will be greeted by TWS staff.

During the afternoon dismissal, bus riders will be dismissed and are to make their way to the bus pick-up zone. The after-school bus departs by 3:35 p.m. and the after-school ECA bus departs by 4:40 p.m.

Communication

We will keep you informed of any transport issues. If there are significant delays in transport or in cases of emergencies, parents will be contacted by, at least, one of the following four methods, depending on the issue.

- SMS Messaging to your mobile phones
- Personal contact via landline/mobile phones

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 Transport Office's database. You can check the contact details that the school holds for you and make any changes necessary via the online database.

Payment

All charges are in Singapore Dollars and are billed per Terms.

Payment terms are usually two (2) weeks from the invoice date. Parents may request an extension, if needed, by informing the bus office in advance. Payments can be made by PayNow and bank transfer.

For the details of the fee schedule, please refer to Bus Service Fees. All fares quoted are subject to prevailing GST rates.

Termination

Should you wish to terminate the use of the service, written notification must be received by the transport office 1 month in advance of the last day of service.

Where a child is withdrawn from the School and/or bus service, a refund of the bus fare is applicable provided that 1 month's written notice is given.

No refund will be made if a child is suspended by the school on a temporary basis.

Refund

A parent is entitled to a refund of the remaining weeks of service excluding the week the notice was requested for to the Bus Office in writing, provided that a 1-month notice was provided.

- A. Refunds will not be made for students who are suspended from school.
- B. Refunds will not be made if the student is withdrawn from the service without submitting advance notification in writing 1 month before the termination date.
- C. Refunds will not be made when the option is given to use a taxi service.

Reimbursement

Parents are entitled to reimbursement of taxi fares when approval has been given by the Transport Office. Parents wishing to make arrangements other than the taxi service permitted by the Bus Office will be reimbursed a taxi-fare equivalent for the journey.

Bus Service Fees

The fares are calculated based on Google Maps (distance measured by a straight line) and categorised into the distance from the premises of The Winstedt School at Upper Boon Keng Road, Singapore.

Before deciding on your housing location, please contact the Bus Manager to enquire about possible bus service to your new home (as service is dependent on demand).

Bus office telephone:

- +65 8182 4197
- twsbus@yellowbus.com.sg

All charges are in Singapore Dollars and are billed per terms; payable four times a school year.

All fares quoted are subject to prevailing GST rates and/or other charges agreed upon by the school management.

General Guidelines

Standard of Vehicles

Students are transported in various buses ranging from 10-seater minibuses to 49-seater coaches. Each of these regular buses is equipped with the following:

1. Air-conditioning
2. Fire extinguisher
3. First Aid Kit
4. Seatbelt for every seat
5. YB Parent App

Buses are inspected at LTA-approved inspection centres twice a year to ensure that safety standards are maintained at a high level. Internal checks by the Transport Office are made throughout the year.

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.

Lost Property

If lost items are clearly labeled they will be dispatched to the school office. All other items will be kept on the bus for a week before being discarded. As always students should be encouraged to look after their belongings as we cannot be held responsible for lost items.

Food will be discarded by the end of the day.

Seating

As a general rule the youngest children are seated nearest to the Bus Monitor but this can be altered if an older child needs to be near the bus Monitor for medical or behavioural reasons. Older children, especially Year 8 - 13 students, will be seated on a first come first served basis depending on the particular circumstances of the bus. Only the older students are allowed in the seating available in the very front of the bus, next to the driver.

Accounting for Student Safety

We understand that your child's safety is of the utmost importance to you, and we want to assure you that we take every possible measure to ensure that all students are on board our buses.

Our drivers are trained to conduct a thorough headcount before departure and to verify that all students are present and accounted for. In addition, we use advanced technology such as GPS tracking and real-time monitoring to ensure that no student is left behind.

We also work closely with schools to establish clear communication protocols if a student is missing or unaccounted for. Our team is always on standby to assist with any emergencies and to ensure that every student is safely transported to their destination.

Changes to Bus Timings

Changes to bus timings or pick-up and drop-off locations are only implemented for improvements to the communal needs of the service which the transport office deems necessary. Improvement to service for the enhancement of a specific student's journeys may be made at the request of parents; however, Yellow Bus reserves the right to stipulate conditions as needed where changes may affect the operation.

Parents' Responsibilities

Please inform the School and Transport Office one day in advance if there are any changes to your child's transport arrangements.

This will ensure other passengers and staff are not inconvenienced, and for safety reasons, we know where all of our passengers are.

Kindly inform the changes through the following methods:

- Email
 - twsbus@yellowbus.com.sg and
 - info@winstedt.edu.sg
- Call
 - +65 8182 4197 (Ms Evelyn) and
 - +65 6715 5373 (School)

Parents should:

1. 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 on to the next pick-up point. Unfortunately, we will not call you to check where your child is, and the Transport Office will not be responsible for subsequent travel to school.
2. Inform the Transport Office if your child will not be using the bus or if they have any changes to their travel arrangements.
3. Ensure children are aware of appropriate behaviour and the consequences of misbehaviour while on the bus.
4. Make children aware that they must wear seatbelts at all times.
5. Parents are responsible for their children up to the time that the bus monitor helps the children onto the bus and from the time that the bus monitor releases them at their drop-off point. Parents/Guardians are NOT permitted to ride on the school bus.

6. A change of address requires at least 2 weeks' written notice. If the new location is in a niche or low-demand area, parents have to accept that the proposed timing might be longer.
7. Parents who do not allow their child to alight by themselves have to ensure that someone is at the pick-up point to receive the child. Yellow Bus will do our due diligence to call the parents, however, if no one picks up, the student will be taken back to school with an additional \$60 fee.

Bus Rules & Regulations

1. Remain seated at all times. Seat belts are to be worn during the journey except when getting on or off the bus.
2. Speak in a quiet tone of voice, and use acceptable language. No teasing, name-calling or swearing on the bus.
3. No fighting, bullying or rough play on the bus. Keep your hands and feet to yourself.
4. Eating or drinking on the bus is not permitted.
5. Be courteous to the bus drivers and attendants and follow their instructions.
6. Parents who opted for an adult to receive the student upon bus arrival are to ensure that there is someone at the pick-up point ready to fetch the student at the allocated drop-off time. The School and Yellow Bus highly encourage students in Early Years to be fetched by an adult. Students not picked up will be taken back to the School with an additional \$60 fee to await collection.
7. Seats cannot be reserved for friends travelling on the bus.
8. Students will be dropped off only at the School, their own home or the designated drop-off point. NO provision can be made for students taking their friends home who normally travel on another bus or by car.
9. Students residing on roads with dead-end or narrow lanes must walk to the pick-up points designated by the Transport Coordinators. Students residing in condominiums will wait for their buses at the main gate where the security guardhouse is usually located.
10. Please note that parents/guardians are NOT permitted to ride on the school bus.
11. APPLICATION – We require at least 2 weeks advance notice for all new applications and changes of address. Late submission may result in students being unable to get on the bus on the desired date.
12. The School's "No Devices Policy" applies to the school bus. Students are not allowed to use devices during their commute.

Personal Data Protection

Protection of Personal Data

- To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third-party service providers and agents only on a need-to-know basis.
- You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Accuracy of Personal Data

- We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

Retention of Personal Data

- We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

Question and Answers

Q1: Why can't my children have fixed bus timings or be served by fixed bus sizes?

Bus sizes and pick-up/drop-off timings are dependent on the composition of families that are served by the bus. This will change as new families apply for transport services or when families change their place of residence. As a result, bus sizes and timings may change accordingly.

Q2: Why is my child picked up first and dropped off last?

At present there is no queuing policy, as in First-In-First-out or Last-in-First-Out in practice. Roads for travel to school and roads that travel from school may be very different as such pick-up and drop-off positions are solely dependent on the route travelled.

Q3: Why is it that my child is not the last to be picked up though we reside nearest to the school?

As per above, bus timings are subject to the composition of families served by that particular bus. It is not practical to have Pick-up and Drop-off positions dependent on the distance of the place of residence to the school. Travel routes and road conditions have to be considered first. In order to balance the varied interests of families served by a particular bus, we do not implement any queuing system or fix bus positions on the basis of distance.

Q4: Why is the bus taking a longer journey time than if I travel by car?

Buses are not just picking up one child/family and coming to the school directly, but are picking up multiple families along the way to school. Hence, they do take a longer time to arrive at school and please remember that students are picked up from house to house or the nearest possible pick-up point to the house.

Q5: Where is the Pick-up and Drop-off point for my condominium?

As a rule, for private condominiums, all Pick-up and Drop-off points are at the Guardhouse or gate barrier. Our buses are not able to provide door-to-door service in a condominium because it will increase the journey time. Some condos may also have limited space for a bigger bus to enter or to turn around.

Q6: Where is the Pick-up and Drop-off point for my house?

For private houses, all buses will Pick-up and Drop-off at the gate of the house. However, certain private housing estates have narrow roads or a dead end that prevents our buses from making a turnaround. As such, students will be transported in so far as it is practical and safe. The bus office will advise the family of the nearest Pick-up/Drop-off point.

Q7: How much notice is needed when I intend to change my place of residence or if I am a new applicant for transport service?

We require a minimum notice of two weeks in order for us to plan and organise the transport service. Notice given must include the actual start date or move date and the address information without which planning will not be possible. Families who intend to change their transportation pattern should also inform the Bus Office as early as possible as seats are limited.

Q8: What decides the size of buses used for transport service?

Bus size is dependent on the number of families requiring transport service in a particular area and the journey times. It is not viable just to have a fleet of small buses or one comprising big buses to serve the school. In order to accommodate new families and those who change their place of residence, we may require changing the bus serving you in terms of the bus size as well as the timing, from time to time.

Q9: Why are buses late at times in the morning or afternoon?

Late buses could due to a variety of reasons from road works, traffic congestion, rainy weather, parents/guardians not at the designated Pick-up/Drop-off points, bus breakdowns, etc. However, in the event of a bus delay, parents will be informed via SMS, Phone Call or YB Parent App. Families requiring more information may also reach us at +65 8182 4197.

Q10: Is my child covered under any insurance while travelling on the transport service?

Singapore Transport Law requires that each bus maintain Third Party Vehicle Insurance coverage. This insurance is limited to S\$5 million and no bus is permitted to carry passengers on the roads without having purchased this coverage.

Q11: Are the buses safe for our children to travel on?

In Singapore, it is mandatory for buses and other commercial vehicles to be inspected by authorised inspection centres every year to certify that the bus is safe for travel on the road thus ensuring the safety of passengers in the bus. Yellow Bus Services requires all their contracted buses to conduct servicing and maintenance on a quarterly basis.