## Taipei European School Bus Charter

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Taipei European School Bus Charter

Introduction

This document outlines the operational parameters of Taipei European School’s bus transportation service.

The bus service of the Taipei European School is outsourced to a local bus company or companies approved by the school. TES supervises service operations and reviews service contracts biannually. Service is provided every day that school is in session, to all the major expatriate living areas throughout metropolitan Taipei. All bus drivers are qualified, and each one is supported by a bus monitor on every trip.

The buses conform to all local regulations for transportation of school children. All passengers are covered by the school’s group insurance scheme.

Each bus has its route number clearly displayed.

Application for Service

An application form requesting service must be completed before each semester begins. It is assumed that by signing the application form and requesting bus service that parents and children have agreed to comply with all bus rules and regulations (as per the Bus Charter).

This form is distributed to parents in March and October via email, prior to the setting up of the Activity Ordering System in April and November, for the next semester.

Please note: A place on the bus service is not guaranteed until the form has been submitted, the application has been accepted and the Transportation fee has been paid.

An application may be refused if:

a) The student cannot be taken to / collected from a TES pick up / drop off point by a family member.

b) There is no service in the student’s home locality or there are no places available on the bus that serves this locality. Please inquire before enrolment.

c) The journey time for a single trip would be over 75 minutes to / from the secondary campus or over 60 minutes to / from the primary campus.
Transportation Fees

Fees for the bus service, as with all the school’s non-compulsory fees, are set up onto the Activity Ordering System (AOS).

For existing users, the fee for the bus route used in the previous semester will be used for the basis of the AOS set up, so should you be moving residence during the school vacation it is essential that you contact the Transport Service as soon as possible to inform us. The AOS fee will be adjusted based on the zone in which you are moving to.

Please note: the Transportation service is a Pay-n-ride one, as such all transportation fees need to made by the deadline date or the place on a bus route cannot be guaranteed. Should fees not be settled by the due date, the bus place will be reallocated to other applicants registering for the bus service.

See Appendix 2 for: “Step-by-step guide to using the AOS system” to see how to pay the transportation fee via your family AOS account. (It is the same process as any other non-compulsory payment, like field trips.)

No children will be allowed to ride the bus unless all fees are settled in full before the service starts at the start of each term.

It may be possible for a non-regular bus passenger to ride a bus under the following conditions:

- The special request is made with 2-days notice to the Transportation supervisor
- There is a seat available on the bus route
- Set bus routes are not altered.
- There is a parent/guardian to pick up and/or drop off the child at the designated bus stop route.
- The AOS payment is completed prior to the bus ride date.
- A single ride is NT$250.

N.B. Transport Fees are non-refundable.

There are 3 bus zones based on the location/distance from the school. It is possible to reserve a place both round-way or single (pick up or drop off).
**Routes and pick up / drop off points**

Bus routes generally remain the same each semester (please see the TES website or speak to the Transport Supervisor for details), but changes are made according to shifts in locations of the student population.

Changes will be finalised several weeks before the semester begins, then the schedule will be sent to all users.

Please note that journey times are estimated before service begins and slight adjustments may be need to be made at any time during the semester, in particular if a passenger list changes or for reasons of traffic congestion.

Passengers are picked up from and dropped off at fixed stops which are determined by the Transport Supervisor based on considerations of passenger safety and operational efficiency.

A parent or other adult designated by the family (as arranged with the Transport Supervisor) must accompany primary-age children to the bus stop in the morning and wait at the stop to collect them on return in the afternoon unless alternative arrangements have been agreed between the parents and the Transport Office, e.g. to drop them off at a guarded residential community and ensure they are safely inside before the bus departs.

Parents and students should be at the stop at least five minutes before the pick up / drop off time. The bus driver will not wait for latecomers. If the bus is missed, the parent will need to deliver their child to school by their own arrangement.

If the parent or other designated adult is not at the stop at drop off time and cannot be contacted immediately, the child will be brought back to school once all other children have been dropped off. The parents will then need to collect the child from school. The Transport Supervisor will contact the family to inform them of the situation as soon as possible.

Parents of new students are permitted to accompany their child on the bus for the first day, if a seat is available. Otherwise, no parent may travel on a school bus unless this has been agreed with the Director of Educational Services or a Head of Section / Deputy Head.

Parents may request a change of service (e.g. different bus number / stop), but any such request must be submitted to the Transport Office in writing at least 48 hours in advance. Approval of the request will be subject to availability of seats and other organisational constraints. Students may not board a bus unless this arrangement has been approved and the corresponding passenger list updated accordingly.
**Passenger Safety and Behaviour**

Emergency drills will be carried out for EPC bus passengers in the first month of the new academic year to ensure all students know what to do in any emergency situation. ESC bus passengers will receive an emergency procedure video training.

The safety and wellbeing of the bus passengers and drivers should be everybody’s concern. TES enforces a strict set of rules of transportation safety and conduct which parents **MUST** carefully explain to their child before the bus service is used, while discussing the importance of exercising good discipline and appropriate behaviour.

(See Appendix 1 for clear list of expected behaviour to ensure passenger safety)

Incidents of misbehavior will be reported by the bus monitor to the Transport Supervisor, a “School Bus Incident Report” will be completed and forwarded to the Director of Educational Services and the respective Head of Section, who will investigate and take any appropriate disciplinary action.

If a child is involved in three incidents in one school year (3-strike rule), he/she will be suspended from using the service for up to one semester. Should a serious incident take place that puts the safety of other passengers in danger immediate suspension from the service may be considered.

No refund of the transportation fee is given under such circumstances.
**Late buses following after-school activities (extra-curricular activities, or ‘ECAs’)**

The school runs a very limited extra bus service following ECAs, when there is a full programme of activities running, if sufficient Transportation budget remains to afford extra buses. It is not financially viable to run a full second fleet of afternoon buses.

These ECA buses are only for students who are registered bus users.

It should be noted that the journey home on an ECA bus may be significantly longer than if taking an earlier bus owing to the limited number of buses operating and accumulating traffic congestion in the late afternoon / early evening. Drop off points are also likely to be further from home, especially for secondary and high school students.

As these buses do not run every week of the year and journey times may be long, please check the schedule, drop off points and availability of places with the Transport Supervisor before booking an ECA. Seats are allocated on a first-come, first-served basis.

There are no ECA buses after 4:40pm.
Appendix 1: Passenger Safety Rules

The Transportation Department is responsible for students from the time they board the bus until they are dropped off at school or their designated bus stop.

Students are expected to conduct themselves in a mature and responsible manner while riding the bus to and from school. The bus monitor and / or driver will report misbehavior on a school bus or at a bus stop to the Transportation Supervisor.

The behaviour and conduct of the children is extremely important to the safety of all other students on the bus and as such we will be enforcing the below rules and procedures stringently, please see process of discipline and consequences of unsafe or inappropriate/bad behaviour.

Reporting process: Should any incident of inappropriate behaviour take place before boarding, while boarding, while travelling on the bus, a “School Bus Incident Report” will be completed and forwarded to the Director of Educational Services and the respective Head of Section, who will investigate and take any appropriate disciplinary action.

Students must follow the instruction of any bus monitors, bus drivers or transportation service staff in exactly the same way that they would a member of the teaching staff. Given the potential safety issues that can endanger all passengers on the entire bus, incidents will be reported via the “School Bus Incident Report” directly to the Transportation Supervisor and then forward to the Director of Educational Services and Head of section.

Preparing to board the bus:

- Students must wait in an orderly line to board the bus on a first come, first served basis, both at school and at bus stops. Pushing and shoving is dangerous.
- The bus may only be boarded at the campus when the monitor is present and the bus door has been opened. Having boarded the bus, students must not get off unless instructed to do so by a school official.

Conduct on the bus: Safety

- Students must not sit in the driver’s seat or touch the bus controls at any time.
- Students may only get on and off the bus through the front door. The rear door is an emergency exit and should be used exclusively for that purpose.
- Students should never try to board a bus once it has left. Buses cannot stop to pick anybody up at locations other than designated bus stops. Having missed the bus, a student should contact the Transport office at school immediately to make alternative arrangements.
- In the event of a breakdown or minor accident, students should remain on the bus until another vehicle has been sent to take them to their destinations and the parents have been notified. This way, parents will know where their children are.
• Students **MUST remain seated facing forward and wear the seatbelt throughout the whole journey.** The bus will not move until all passengers have their seat belts fastened. Walking or standing in a moving bus is dangerous and forbidden: students must wait until the bus has come to a complete stop before unfastening their seat belts and leaving their seats.

• To avoid personal injury; the head, hands, arms or any other part of the body should never be stuck out of the windows or doors.

• Students must not use sharp objects such as pens or scissors while on the bus. Sudden stops cannot always be avoided and these objects can cause serious injuries.

• To make sure that there is room for everyone, personal possessions such as bags must be kept on a passenger’s lap, and not in the aisle or on seats.

• Only passengers authorised by the Transport office may board specific buses. Bus monitors maintain lists of authorised passengers and stops.

• It is forbidden to request a driver to make a change to his scheduled route or stops. Passengers must get out at their designated stop unless a change has been agreed between the parents and authorised by the Transport office.

• Eating, drinking and chewing gum are not allowed on the school buses as they create litter and can contribute to motion sickness.

**Conduct on the bus: Behaviour**

• Students taking a school bus are expected to **be courteous to their fellow passengers, the bus driver and monitor.**

• Language on the bus should conform to normal classroom standards, bad language **will not be tolerated**

• Verbal or physical threats or intimidation against any person on a bus or at a bus stop **will not be tolerated.**

• Any student responsible for any damage to or defacing of the property of individuals, the bus company or the school, will be required to pay for the damage and be subject to disciplinary action.

• It is not permitted to touch other students’ property without their prior permission.

• Driving a school bus requires the full attention of the driver. Loud talking, shouting or any other distraction such as standing up while the bus is moving or playing music without earphones is strictly prohibited.

• Passengers must never throw anything in the bus or out the bus window.
Appendix 2: Step-by-step guide: Using AOS (activity ordering service) for paying the Bus fee.

For those parents of children that have been at the school for a year or more, this booking process will be very familiar to you as it is exactly the same process as booking a Field trip, Yearbook, Summer School, or any other activity taking place in school. Open your family AOS account, find the Bus fee activity entry and then press “Join.”

**Existing Bus users:**

The Transportation department sets up an AOS Bus Fee for each student that is presently using the bus service, so for parents they can go online to the AOS and just click the payment registration.

**New Bus users:**

However, if you have not used the service before, you will need to contact the Transportation Supervisor, Ms Natalie Wu, school phone ext. 1840 or email natalie.wu@tes.tp.edu.tw in order to confirm your address, so the availability of the route can be confirmed.

Once you have contacted Ms. Wu, and had confirmation, the AOS Bus Fee will be set up on your family AOS account.

**Step-by-step user guide for using AOS:**

This following screen shots provide a step-by-step visual guide to the pages and buttons that need to be pressed to ensure the booking and payment are completed correctly.

*Online Payment System, including COS (Lunch order) and AOS (Activities order)

Official link: https://taipeieuropeanschool.com/home.php
or https://tesmile.tes.tp.edu.tw/login.php?error=Authentification%20failed!&usertype=p

**Login procedure:**

Choose category: Parents

Insert User Name/ID: (It is only accept the email addresses that you have provided to school. The “default email address” which is your login ID usually is mother’s email address.)

Insert PW: [Family code] (Capital letter)
If you haven’t been given your login information or you don’t remember it. Please use “Lost Password” icon below to retrieve your login information.

COS/AOS Front page:

Using the content bar - enter activity System to access your child’s Activity List.
Activity List Page

This screen will show all the activities that have been set up for your child via AOS.

Search for Bus Fee only, press the drop down menu “Type” and choose “Bus Fee”, then press “Search”

You will now see your Bus Fee for your child.
The zones are based on your address, and the demarcation of each zonal area is given on the TES website. Link: Home > Take Me to TES > Student Services > Transport

When new users contact Ms Natalie Wu, Transportation Supervisor, (ext. 1840) she will clarify the zone based on your address. The zone will be put into the AOS Bus Fee entry by our team.
Press “Join” button

You will need to confirm there are sufficient monies on your account to pay for the activity (Bus Fee).

If “Balance After Order” is negative (-), you will need to add value to the account before being able to complete the transaction.
How to “Add value” into your account

When your account balance is insufficient to register for an activity, the following screen will show up. Please follow the screen instruction to add value into your family account and register again for activities when the fund is available in your account.

There are two ways to add value to your account:

A. Money transfer via ATM machine / Bank wire transfer
B. Money transfer via Web ATM / Internet banking
C. Cash payment, to school cashier (Only for add value, still need to do online registration after top-up the money)
Press “Add” Button - having added sufficient value to complete the payment, you need to press “Add”.

To Print out a Receipt for the Activity, it is the same process as any other activity.

Click “View” - Once the activity is “Registered” the “View” is available.

Then press “print”
The Receipt will clearly identify the Student, the Activity (Bus fee) and the amount of the activity. If you require the school to stamp the receipt please come to the Educational Services office.