



# ***POLICY FOR BUS SERVICES***

Issue 3.0

Date: 21<sup>st</sup> Nov 2019

<b>Policy Number:</b>	04-ADMIN-TES-001	<b>Number of Pages:</b>	3
<b>Approved by:</b>	CAO	<b>Effective Across:</b>	TES
<b>Date Produced:</b>	21 Nov 2019	<b>Review Period:</b>	Annually

## **PURPOSE OF POLICY**

- **To provide a safe and efficient system to transport TES students to and from Taipei European School**

## **References:**

- a. Taipei City Map templates designating currently available bus routes, available on the TES website.
- b. The current TES Bus Charter, available on the TES website.

## **1. Introduction:**

- 1.1 The bus service of the Taipei European School (TES) is contracted out to a local company approved by TES.
- 1.2 TES supervises the operation of the bus service provided by the bus company and reviews the contract of operation when it is due for renewal.
- 1.3 This policy operated in conjunction with the TES Bus Charter, available on the TES website.

## **2. Procedures:**

### **2.1 Registration for the TES bus service:**

- Parents shall check with the Transportation Service Supervisor to confirm whether there is a bus route operating in their residential area. Whilst the service covers much of the Taipei City and New Taipei City areas it does not cover all areas.
- Student Services Office will send a bus registration form to the parents.
- Upon the receipt of the completed application, the Student Services Office shall put the fees onto the AOS (Activity Ordering System) and parents will make payment via this online system.



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- The bus service is a “Pay to ride” service, so if bus fees are not paid on time, the student will not be able to ride the bus.

### 2.2 Routing:

- Routes are possible rescheduled in end of semester base on registration information for new semester. Single ride services are not offered. Late registrations under the following conditions:
  - There is a place available on the bus
  - The earliest pick up time is 6:30am.
  - Pick up points are designated to take account of factors such as the number of passengers registered for the bus, the location of the passengers, the width of the road (no lane/alley), estimated time to school, traffic conditions and regulations, number of seats on the bus.
  - Some districts are not served; refer to point 2.1 of the registration procedures.

### 2.3 Bus drivers & bus monitors:

- Contact between bus staff and a parent is maintained through the TES Transportation Supervisor. TES shall not divulge the contact information of Bus staff.
- Bus staff duties commence once the passengers have boarded the bus and finish when they disembark from the bus.
- Bus staff will report misbehaviors to the school and the school will report them to the parents.

### 2.4 Bus passenger lists:

- TES establishes a passenger list that is passed to the bus company and to the schools’ form teachers.

### 2.5 Loading & unloading:

- Bus drivers will establish the bus time according to the national Police Radio station (FM 94.3);
- Buses will follow the designated times to pickup and drop off students. They will not wait for late-comers. Students are expected to be at the pickup point at least 3 minutes before the scheduled time in readiness to meet the bus.



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- Any complaints concerning the early departure of the bus will be verified by the school with the bus company and with other parents using the bus.
- Where parents request that they collect their children from the bus, they are expected to be waiting at the designated bus stop at least 3 minutes before the scheduled time. If parents / guardians are late the bus will continue with the child remaining on the bus.

### 2.6 Changes to bus routes:

- No changes are allowed within the first 4 weeks of each semester.
- Changes after the first 4 weeks are confirmed by the TES Student Services Supervisor. If they are not confirmed by the Student Services Supervisor, they will not be accepted by the bus staff.
- Any changes to the registration data will need to be made within 5 day advance notice (school working days) by a parent or the designated adult via [epcbus@tes.tp.edu.tw](mailto:epcbus@tes.tp.edu.tw) or [escbus@tes.tp.edu.tw](mailto:escbus@tes.tp.edu.tw). Please note ad-hoc changes to routes are not allowed.

### 2.7 Relocation:

- Any relocation to a new Taipei address by passengers is treated as a new registration and therefore dependent on the availability of places on another bus.

### 2.8 Insurance:

- All passengers are covered by the schools' group insurance scheme.

### 2.9 Lost property:

- Any lost property found by the bus monitor is handed to the Student Services at TES.