



Rugby School
THAILAND

SCHOOL BUS SERVICE GUIDELINES 2019-2020

Rugby School Thailand acknowledges that the safety of the children using our bus service is our primary responsibility. Parents must have complete confidence in the care and professionalism of our 'home to school' and 'school to home' service. The school has therefore hired Montri Transportation Co. Ltd., whose reputation for safely transporting international school pupils is well-established. Each bus journey is supervised by a Bus Monitor.

The RST School Bus is able to provide the following services:

- Daily round trip, to/from home
- Daily one-way trip, to or from home
- Weekend trip to and from Bangkok

Morning pick-up time depends upon each pupil's address. Pupils may arrive at School in the mornings at the following times:

- Pre-Prep (PN-Year 2): from 08.00-08.30
- Prep (Year 3 – Year 8): from 07.50-08.10
- Senior (Year 9 – Year 13): from 07.35-07.50

The afternoon bus will leave from school as follows:

Pre-Nursery – Year 2:	15.20 (after full school day)
Pre-Nursery – Year 2:	17.00 (after After-School Clubs)
Year 3 – Year 8:	17.55 (after full school day)
Year 9- Year 13:	18.00 (after full school day)

The vehicle

- The bus is provided by Montri Transportation Co Ltd
- Each bus is equipped with:
 - Air Conditioning
 - First Aid kit
 - Safety belt for every seat
 - Fire Extinguisher
 - Emergency Safety Hammer

Restrictions

The Maximum number of pupils per bus is 13, and no pupil is seated in the front seat.

Whilst RST aims to provide an extensive bus service, we may not be able to cover certain areas due either to insufficient demand or the time/distance involved.

The school also reserves the right not to run routes which

- a) have fewer than **six pupils** per mini-bus, or*
- b) Are beyond the time travel limit set by the school for the welfare of the passengers.*

For pupils in Pre Nursery and Nursery we may also deny use of the School Bus Service if, in the opinion of the class teacher, the boy/girl is not yet mature enough to travel.

Areas to be covered

The School will decide upon the routes for the academic year September 2019/2020 once we have received specific requests from parents. The areas that we are able to cover include:

Chonburi Zone : North Pattaya, Bang Lamung, Nong Prue, Nong Pla Lai, Nakluar, Sri racha, South Pattaya and Theprasit

The fees

Route	Service Area	Annual Fee Round	Annual Fee Single	Term1 Round	Term 1 Single	Term 2 Round	Term 2 Single	Term3 Round	Term 3 Single	Daily Rate Round	Daily Rate Single
No. 1	Mabprachan Lake, Pornprapanimit, Nongpralai	83,250	49,950	32,720	19,630	28,390	17,040	22,140	13,280	500	300
No. 2	North Pattaya, Na Klua, Nong Prue	90,750	54,460	34,650	20,790	30,060	18,040	26,040	15,630	530	330
No. 3	Pattaya Klang, South Pattaya, Theprasit, Jomtien	107,730	64,630	42,340	25,400	36,740	22,040	28,650	17,190	630	430
No. 4	Bowin, Sriracha, Bang san	112,620	67,570	44,270	26,560	38,400	23,050	29,950	17,970	660	460

- Parent will be invoiced at the beginning of each term.
- Whilst every effort will be made to cancel/change the service request by parents, the school reserves the right to charge the full amount as per the original request.
- We will only offer transport for the full week.
- Daily rate service will be based on number of seats and service areas.

The Process

1. At least 2 weeks prior to the start of term, the parent should either
 - complete the school bus request form at the Admissions Office or
 - email rst-transport@rugbyschool.ac.th
2. Service Support Department will respond by providing the information (availability, pick up-drop off timings, cost, school bus guidelines etc.) for the parent to consider.
3. The Parent confirms use of the School Bus Service on the terms outlined.

Withdrawing

A minimum of one term's notice is required in order to withdraw from the School Bus Service. Parents who fail to give such notice will be charged up to the end of the next full term / end of term. In order to withdraw, simply email the Service Support Department at rst-transport@rugbyschool.ac.th

Morning Pick Up

The morning school bus will pick up each pupil in front of their home or at the lobby of their condominium/residence. Pupils should arrive at the pick-up location in good time each morning. The School bus will wait a maximum of two minutes but, if the pupil does not appear, the bus driver will have to leave and will not contact the parent. The parent will then be responsible for taking the pupil to School on that day.

Any pupil who is not on the bus in the morning will be reported by the Bus Monitor and this will be followed up by a member of the academic staff team.

Afternoon Drop-off

Pre-Prep pupils on a 15.20 bus will be collected by the bus monitor from their Class teacher, and will be escorted directly to the Bus.

Pre-Prep pupils on a 17.00 Bus will be escorted from their After School Club to the School Bus checklist point, and from here they will be escorted to the appropriate School Bus.

Pupils in Year 3 and above on a 18.00 Bus will make their way from their Activity to the School Bus checklist point. They will then be taken to the School Bus by a teacher and/or a bus monitor.

The Bus will wait for 5 minutes after the set departure time (15.20, 17.00, and 18.00) for every child to arrive. If children arrive after this time, the bus may already have left. In such cases, the child will be looked after by the duty staff and parents will be informed. Parents will then need to arrange for the child to be collected from the School.

Request for change

Any requests for changes to the morning or afternoon arrangements must be made either in writing by the parent via email, or by 'phone by the parent (and confirmed by email) by the parent in person at the Service Support Department in the School Admin building. Any changes to the afternoon service must be made by 12 noon on the day of the change.

Pupil behavior

Whilst using the school bus service, pupils will be expected to abide by the following “School Bus Rules:

- Be on time for morning and afternoon pick-up.
- Wear properly adjusted seat belts at all times.
- Talk quietly and politely to one another. Do not shout, make loud noises or use bad language
- Treat other with respect.
- Show respect to and listen carefully to the bus driver and bus monitor.
- Keep the bus clean.
- Follow the food rules
- Only leave the bus at your designated stop.
- Do not move about the bus or open the windows.
 - Listen to the bus monitor, the bus monitor will feedback to school regarding any Behavior issues.

If a pupil’s behavior on the minibus gives cause for concern, we reserve the right to terminate that pupil’s use of the service and to ask parents to make alternative transport arrangements. Academic staff will investigate any disciplinary concerns reported by Bus Monitors, other staff, parents or teachers. In order to run an efficient service and show due considerations to others, these simple rules have been developed for all bus users.

If a bus is damaged as a result of a pupil’s misbehavior then the parents of the pupil will be expected to pay for any damage incurred.

Driver responsibilities

- To pick up and drop off pupils only at the bus stops designated by the school bus coordinator
- To keep strictly to the set routes, except in unavoidable situations or with the approval of school bus coordinator
- To check the bus tires, lights, and oil and do other basic maintenance.
- To follow traffic laws and regulations and to drive safely at all times
- To follow all safety procedures
- To check at the end of each trip whether any pupils’ belongings are left on the bus. If there are, return the belongings to the School Bus Office when bus is at the school again.
- To follow, in the event of an accident involving the school bus, the procedure described in the Procedures for Accidents or Incidents.

School approved video cameras (CCTV) may also be used to monitor routes, and quality of driving.

Bus Monitor responsibilities

Collecting Pupils from Home:

- Write the time on the report form if a pupil has not arrived within 2 minutes of the designated pick-up time and the bus has to move on to the next collection point.
- Ensure that all pupils have fastened seatbelts before the bus moves off.
- Ensure that all seats are in an upright position.
- Monitor the driver for safety and speed on the journey into the school.
- On arrival at school, ensure all pupils leave the bus and escort the Pre Prep pupils to their designated areas, waiting there until the duty teacher arrives.
- Fill in the daily report booklet and hand into the School Bus office before signing out.

From School to home:

- Check that all pupils registered as using the service are on the minibus.
- Report to the school bus office if any there are any missing or extra pupils. No bus is to leave the school until any unexpected changes have been reported.
- Remind all pupils to tap their RFID Pupil Card (see p. 8 for further information) on entering the bus.
- Check that all pupils are wearing their seatbelts and all seats are upright. The bus is not to depart until seatbelts are secured.
- Monitor the driver for safety and speed, and report any conduct of concern or dangerous driving
- Ensure that the pupils are properly seated.
- On arrival at each destination, ensure that the pupils are met by a parent or responsible adult. If there is a problem, the following steps are to be taken:
 - At a drop off location* – if no one is available to collect a pupil, telephone the School Bus Office for instructions.
 - At an apartment* – ask the receptionist to telephone the apartment. If there is no answer, telephone the School Bus Office for instructions.
- After the last pupil has been sent home, check that there are no pupil's belongings remaining on the bus. Items left on the bus will be returned to the pupils via the School Bus Office. The bus will not take lost items back to a pupil's house.
- Fill in daily report and hand in to the School Bus Office the following morning.

During the Journey, the Bus Monitor must oversee

- Behavior of pupils: if a pupil will not listen to instructions, the Bus Monitor may request that the driver parks the bus in a safe area and the Bus Monitor will then telephone the School Bus Office for assistance. A written report of any inappropriate behavior will be given to the designated member of staff responsible for pupil conduct.
- Toilet Issues: should a pupil need to go to the toilet, the Bus Monitor should instruct the driver to stop at the nearest petrol station and escort the pupil to the toilet. This must be included in the end of route report.

Seating: no pupil is allowed to sit in the front seat next to the driver. Younger pupils should sit in the front row behind the driver. Any seating concerns should be reported to the Service Support Department. Any seating requests from teaching staff or parents will be made via the Service Support Department and not directly to the Bus Monitor.

Sick pupils while on the bus

- If a pupil falls ill while in transit, the Bus Monitor will contact the Service Support Department, who will endeavour to contact his/her parents. If necessary, the pupil will be taken to the nearest standard hospital or the hospital of the parents' choice. A stand-by bus will be arranged to take other pupils to school or back home.
- If a pupil falls ill before getting on the afternoon bus, the Bus Monitor will notify the Service Support Department and the child will be taken to the school nurse who will care for the pupil, and call his/her parents.

In case of an accident/breakdown

- Check whether any pupils are injured. If there seems to have been an injury, call for immediate medical attention and ensure that the injured pupil/sis/are not left alone.
- If possible without compromising safety, take the pupils off the bus and keep them in a group in a safe area.
- Telephone the Service Support Department immediately.

Parent responsibilities

Prompt communication is the main thing a parent can do to ensure trouble-free use of the School Bus Service.

- Changes to morning run: the School Bus Office should be informed in person or by phone or email at least one working day ahead of the day of change.
- Changes to afternoon run: the Service Support Department should be informed before 12 noon (except in case of cancellations) on the day of the requested change.

The Service Support Department will confirm any changes by email to the parent who has notified the school of the change. Parents should check that this e-mail accurately reflects their request and should contact the Service Support Department immediately if there has been any misunderstanding.

Parents must:

- Ensure that pupils are at the pick-up point at the designated time. Please note that a bus will wait only two minutes after the designated time before moving onto the next pick-up point. Unfortunately we will not have the time to call you to check where your child is and the school will not be responsible for subsequent travel into school. *Please note that this 2 minutes should not be used on a daily basis.*
- Inform the Service Support Department if for any reason your child will not be using the bus or if there are any changes to their daily travel arrangements, as outlined above.
- When determining a request for change of drop-off or pick-up location, the Service Support Department has the right to refuse a request if
 - the destination is not within the transport area of service,
 - there is no seat available on the bus or

- the destination is not considered appropriate for whatever reason.
- Ensure pupils are aware of appropriate behavior on the bus and the consequences of misbehavior while on the bus.
- Make pupils aware that they must wear a seatbelt at all times.
- Ensure an adult is present to greet pupils on arrival at home. Parents are responsible for their children up to the time that the bus monitor helps them onto the minibus in the morning and from the time that the bus monitor releases them at home in the afternoon.
- Provide the information of pupil's allergies to school / school bus.

At the beginning, if your child feels uncomfortable about using the school bus, parents are welcome and encouraged to use the School Bus Service themselves and accompany their children to and from school. There is no cost for this service - we simply ask that you pre-book your seat in advance to check a seat is available. Parents can use the front seat beside the driver. Availability is based on a first come, first served basis. Seats are only available on an existing route and stop, special pick up & drop off requests cannot be accommodated.

Teachers' responsibilities

Teachers will ensure that the following measures are taken for all pupils in their classes who are using the school bus service:

- Pupils are let out of classes in time to catch their buses home.
- Pre-Prep pupils are linked up with their Bus Monitor at the end of each school day.
- Take such action as may be appropriate on receipt of a behavioral complaint from the bus driver or bus monitor.
- Inform the School Bus Office should any pupil under their supervision be delayed prior to reaching the School Bus checklist point.

Senior Management Responsibilities

The Head, or Deputy Head or appropriate teacher will follow up with individual pupils whose behaviour on the bus causes concern. They will also ensure that pupils are reminded regularly of behavioural expectations.

Communication

In case of emergency or transport problem we will keep parents informed by SMS or phone or email. Please ensure that your contact information is up to date as recorded in the school data base. Please update via the Admissions office if any contact information changes.

Seating

The seating plan for each pupil on the bus will be assigned by Service Support Department and implemented by the Bus Monitor. As a general rule the youngest pupils are seated nearest to the Bus Monitor but this can be altered if a pupil needs to be near the Bus Monitor for medical or behavioral reasons.

Video / Music

No personal music or video devices are allowed at school in the Pre-Prep or Prep School. However, if parents of pupils on the School Bus Service wish to allow their children to view videos or listen to music on such devices whilst on the bus, then this is possible provided that permission must first be sought in writing by the parent from the pupil's Class teachers or Form Tutor. In such cases, the pupil must hand the device to the relevant Class Teacher / Form Tutor at the beginning of each day as soon as possible after leaving the bus. The device will be returned to the pupil in person (not to a friend) on request shortly prior to the end of the School day. Whilst the Class Teacher / Form Tutor will ensure that the device is stored during the day in a suitable place, the School can accept no responsibility for loss or damage to any device brought on to the school premises for this purpose.

Food and Drink

With the exception of the water provided by the School in each bus, the consumption of food and drink is not permitted on the School Bus Service.

Pupils should always leave the bus in the same condition as it was when they got on the bus.

Late Home Arrival

Where arrival home is likely to be late by 30 minutes or more (e.g. due to traffic), parents will be contacted by the School Bus Office. Parents may also call the Service Support Department if they have a query regarding the drop off time.

Thank you for your support.

Ms. Arisa Sasorn

Head of Service Support

SPECIAL PROVISION by MONTRI

RFID (Radio Frequency Identification)

- Every pupil who uses the school Bus service will be provided with an RFID Pupil Card.
- The RFID reader is designed to work with GPS tracking, interfaced to the SmarthFleetTM vehicle tracking server. When each school bus user taps an RFID Student Card on the card reader installed at the school bus door, the pupil's name will be entered into a database with a time stamp and notification will be sent to parents immediately by email.
- Please note this service will only work if the pupils tap their RFID card.
- There is no charge for the first RFID card. Any pupil who loses it will be charged 200 THB for a new card.

GPS (Global Position System) Vehicle Tracking Device Usage

Montri will monitor the

- speed of the bus
- the location of the bus
- the driving performance of the driver

through the use of a GPS (Global Position System) Vehicle Tracking Device Usage. Any irregularities will be investigated as soon as possible.

CCTV

CCTV is installed on the installed on windshield/windscreen of Montri buses. This records driving performance.

Safety Features

- **Safety Belts:** 2-point retractable seat belts are installed on all seats for the safety and comfort of all passengers. Pupils are required to fasten their seat belts at all times.
- **Maintenance:** all MONTRI school buses meet Thai safety standards and undergo comprehensive maintenance routinely. MONTRI has its own garage and maintenance department for prompt service.
- **Alcohol:** Each driver must pass a daily alcohol safety check using a new advanced 'Alcohol Electronic Detector' before they are released for duty.
- **Training Programme:** emphasises safety, punctuality and commitment to prompt and courteous service.

Speed Limits

MONTRI school buses never operate at speeds that exceed the following:

- 10-15 kph on school grounds
- 30-35 kph on narrow street
- 60-75 kph in municipal area
- 80 kph on the express way

The speed will be further reduced where there is heavy traffic, bad weather, or other adverse circumstances to ensure the safety of the passenger, pedestrians and general public.

SCHOOL BUS CONTACT INFORMATION

- Parents should contact the Service Support Department during office hours if they have any questions or wish to make any changes.

School Secretary

Office Hours - Mon-Fri 08:00 – 18.00

Pre-Prep Telephone: +033141800 ext: 1001
Email : chalita@rugbyschool.ac.th

Prep & Senior Telephone: +033141800 ext: 3000
Email : lha@rugbyschool.ac.th and napattra@rugbyschool.ac.th

Service Support Department

Office Hours - Mon-Fri 08:00 – 18.00

Telephone: 033 141800 ext: 1505,ext: 1506, ext: 1502

Email: rst-transport@rugbyschool.ac.th

- Parents should contact Montri directly if:
 - they wish to raise an urgent matter (from 06.00 – 08.00, or from 18.00 – 19.00)
 - they wish to know the location of the School Bus on which their child is travelling.

Montri Transport Call Centre

Telephone: 0-2906-0160, 0-2919-9900 ext. 101-102, 301-304

Office Hours: Mon-Fri 06:00 – 19:00

Email: info@montri.co.th

Please note:

When contacting MONTRI, parents will need to include the following information:

- *That you child attends Rugby School Thailand*
- *Your child's first name and last name.*
- *Your child's regular bus number or the address where your child is picked up/dropped off.*
- *A telephone number or mobile number where you can be reached in case MONTRI has any questions or needs to contact you.*

**** School Secretary must be noticed of any changes.**

In signing this release, i acknowledge and represent that I HAVE READ THE SCHOOL BUS SERVICE GUIDELINES, UNDERSTAND IT AND SIGN IT VOLUNTAILY as my own free act and deed and i execute this release for full, adequate and complete consideration fully intending to be bound by same.

Signature

Date.....