DULWICH COLLEGE (SINGAPORE)

GUIDE TO

SCHOOL BUS SERVICE

DULWICH COLLEGE | SINGAPORE |

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Introduction

This guide is designed to provide parents and students with comprehensive information on the DCSG school bus service. It outlines the terms and conditions of the service, responsibilities and expectations.

Dulwich College (Singapore) contracts with an independent, local bus company **Woodlands Transport** to facilitate the requirements of the School. Fleet of over 90 air-conditioned buses all equipped with two-way radio, surveillance camera and three-point retractable seat belts that provide safe and efficient service to over 1500 students.

Dulwich College Operations and Transport Coordinator Eswari Muthu works closely with the Woodlands Transport team on all matters regarding the bus transportation and provides assistance to all parents who have any queries or concerns about the bus service.

The Operations and Transport Coordinator's office is located on 2nd floor Junior School building.

Dulwich College Operations and Transport Coordinator:
Eswari Muthu Tel: 9650 9129
Email: eswari.kmuthu@dulwich.org

Parents who wish to register their child for the bus service must complete the online registration and read the following documents carefully: Terms & Conditions of Bus Service and Student Bus Rules, Waiver & Indemnity Forms and Data Protection Policy. Allocation of a place will take up to two weeks to process, subject to space being available on the required bus route. Parents will be notified by the Woodlands Transport Team once seats are allocated.

Transport request forms can be submitted online through the parents' portal: https://parent.schoolbus.solutions/

Bus Information section.

Woodlands Transport office is located on the ground floor of the Junior School.
Operating Hours

Monday through Friday, 7:00 a.m. to 6:00 p.m.
Closed on weekends and public/school holidays.
Contact Number: 68901097 / 94550597

Email address: buses.singapore@dulwich.org

Bus routes for houses & condominiums

Central Area:

Ardmore Park, Arcadia Road/ Gdns, Anderson Road. Anguillia Park, Bukit Timah Road, Balmoral Road/ Crescent, Barker Road, Berrima Road, Brizay Park, Binjai Park/ Rise/ Walk, Chee Hoon Avenue, Cuscaden Road/ Walk, Chatsworth Road, Avenue, Coronation Road/ Drive/ West, Claymore Road, Cairnhill Road, Chancery Lane/ Hill, Dukes Road, Duchess Avenue/ Walk, Ewart Park, Fifth Avenue, Farrer Road/ Drive, Gallop Road, Grange Road, Garlic Avenue, Grenwood Avenue, Hua Guan Avenue, Holland Road, Park/ Hill, Holland Grove View, Jalan Lim Tai See, Jalan Tempua, Jalan Kampong Chantek, Jervois Road, Khaem Hock Road, Kings Drive, Kim Seng Walk, King Albert Park, Leonie Hill/ View, Leedon Heights/ Road/ Park, Leyden Hill, Linden Drive, Maryland Drive, Mt. Elizabeth Road/ Link, Mt.Sinai Road/ Rise/ Drive, Nathan Road, Nassim Road/ Hill, Narooma Road, Newton Roasd, Namly Drive/ Crescent/ Place, Oei Tiong Ham Park, Orchard Road/ Blvd/ Turn, Orange Grove Road, Peck Hay Road, Paterson Hill, Robin Close, River Valley Road/ Close, Sunset Way, Swiss Road/ Club/ View, Sixth Avenue/ Cresent, Shelford Road, Swiss Cottage Estate, Tudor Close, Taman Nakhoda, Trevose Crescent, Tanglin Park, University Road/ Walk, Woolerton Drive/ Park, Watten Estate Road, Wilby Road, Yarwood Avenue.

West Area

Faber Hill/ Avenue/ Green, Gold Coast, Kent Vale, Pasir Panjang, South Buona Vista Road, Sungrove, West Coast

North-West Area

Toh Tuck Road, Chestnut Avenue, Dairy Farm Road, Eng Kong Road, Hillview Avenue, Hume Avenue, Hindhede Drive/ Walk, Kismis Avenue.

East Area

Bayshore Road, Everitt Road, Jalan Tanjong, Jalan Limau Bali, Kew Crescent/ Green, Meyer Road, Singlap Road, Tanjong Rhu Road

Please contact Woodlands Transport Office if the road or condominium you are considering is not listed above. The transport office will be able to advise on the availability of the school bus service, journey times and fees.

Routes may change from time to time, at the discretion of the Transport Office in order to accommodate any changes to address requested by the parents.

Change of address

The Bus Office require a minimum of **2 weeks'** notice in order to make any change to the existing transport service. Please contact Woodlands Transport Office with the full address details and the date on which the family would like the bus service to commence.

We strongly recommend to check the availability of the bus service before signing the new house lease if the school bus service is your preferred transport option.

Arrival & Departure Times

Estimated arrival times for all school buses: 8.00am – 8.25am

Estimated departure times:

DUCKS noon bus	**12.35pm**
DUCKS / Junior/ Senior	**3.45pm – 4.00pm**
CCA Bus	**5:00pm**

Over 2000 students are finishing their school day activities between 3.25pm-3.35pm. This means we have over 90 school buses, parents' vehicles and other transports gathering at the College campus at the same time. We allow 15 minutes for DUCKS students to gather in the DUCKS dining room and then being escorted by the teachers and bus aunties to their allocated bus. All buses are expected to depart between **3.45pm - 4.00pm** depending on traffic flow on campus.

While the length of the bus route for most students is between 30 minutes and 45 minutes (from the moment the bus leaves the College campus), students living in more distant areas like the East Coast or Sentosa may experience longer travel times but not **exceeding 55 mins** . Fees are based on the distance from home to school.

NOTE: *Times indicated may vary due to weather and traffic conditions. Please note that delays are common during the heavy rain and thunder storms. Usual routes get easily congested with vehicles travelling at slow speed. The contracted bus service provider will inform all parents via email or a text message, should there be a delay of more than* ***20 minutes*** *wherever possible.*

CCA Buses

Extra curriculum activity buses are available for students in **YEAR 2** and above who participate in after-school activities. The activity buses provide service to several pre-determined drop-off locations **however** will not provide an island-wide service.

Please note that CCA buses provide a **drop-off service** only. Parents must ensure that a responsible adult is at the assigned drop-off point to meet their child when the bus arrives. Students not met by a parent or other responsible adult will be left at the assigned drop-off point without any supervision.

Please contact Woodlands Transport Office for more information.

Bus Regulations

1. REGISTRATION – parents who wish to register their child for the bus service must complete the online bus application form (link is now available on Parents Portal under 'Student Services' section). These forms will be submitted online directly to Woodlands Transport. Allocation of a place will take two weeks to process, subject to space being available on the required route. Parents will be notified by the Woodlands Transport Office once seats are allocated.

2. Students must be ready at the designated pick up point at least 5 minutes prior to their scheduled pick up time. Please note that the bus will wait **only 2 minute** before moving to the next pick up location. Parents will not be contacted to check where the child is, and the school bus provider is not responsible for subsequent travel costs to the school.

3. Parents and guardians of all DUCKS students must ensure that their child is met upon their arrival home. Students not met will be returned to school for collection at the DUCKS Office. Please note that the send back fee of **$40** will be payable to the Transport Office upon collection. Junior and Senior students are not required to be met from the bus.

4. Students will only be collected and deposited at their homes at the scheduled time each day. Students are not permitted to alight from the bus before or after their registered address, unless written notice has been given in advance.

5. If your child is not using the bus at any time, the school must be advised, preferably in writing. Please email the student's teachers and Dulwich Transport Coordinator. Failure to notify that a child is being collected from school may result in the child being put on the school bus and taken home.

6. If your child is taken ill and is not able to board the bus for the morning pick-up, please inform the Woodlands Transport Office at 94550597.

7. Parents will be held financially accountable for any proven vandalism or intended damage caused on the bus by their child/ children.

Bus Rules

Dulwich College would like to enlist your assistance as parents in educating safety rules and etiquette to our students while on board of the school bus.

- Students must remain seated while the bus is moving.
- Seatbelts must be worn at all times throughout the journey.
- Students are expected to speak quietly and to be respectful to each other, the driver and auntie. There should be no name calling, bad language, teasing, bullying or fighting.
- No food & drinks are allowed, except for water.
- Please keep the bus free of litter.
- Seats are assigned by the bus auntie. Seats cannot be reserved for friends. Each student is entitled to one seat only and all bags should be placed under the seat.
- Older students are expected to fill the bus from the back, leaving the front seats for the younger children.
- Changing/ removal of clothes is not allowed.
- Dangerous and sharp objects are not allowed on the bus.

NOTE: *Due to insurance and permit issues, only students and employees of the school with prior arrangements are allowed to travel on the school buses, as stipulated by the Registrar of Vehicles. This means that under no circumstances parents, guardians or family members are allowed to travel on the school bus.*

Discipline Guidelines

The three tier system:

1st Incident: Following a full investigation of the incident by the Transport coordinator, a verbal warning will be issued with student name (s) being recorded in an incident report book. These incidents include fighting, abusive language and refusing to obey transport staff. Parents will be advised at this time of the incidents and the outcome. A verbal warning will stay live for one whole term.

2nd Incident: Following a full investigation of the incident by the Transport coordinator, a final written warning will be issued by the respective Head of School with student name(s) being recorded in an incident report book. These incidents include fighting, abusive language and refusing to obey transport staff. Parents will be advised at this time of the incidents and the outcome. A final written warning will stay live for one whole term.

3rd Incident: Following a full investigation of the incident by the Transport coordinator, College Transport suspension will be issued by the respective Head of School with student name(s) being recorded in an incident report book. These incidents include fighting, abusive language and refusing to obey transport staff. Parents will be advised at this time of the incidents and the outcome. A transport suspension will stay live for one whole term.

In very serious cases, there will be no first or second warning. These include assault, damage to property and endangering the safety of others. In such cases the student will be suspended from the bus service immediately.

If any student previously suspended in the same academic year commits another proven offence, then he/she will be refused travel on the buses for the remaining of the year.

Emergency Procedures

The safety of the children in our care is our number one priority whether at the School or on the school bus.

In the event of an emergency we will call all parents concerned.

If you have any concerns regarding your child's school bus journey or emergency situation, please contact the number below:

Dulwich Operations and Transport Coordinator:
Eswari Muthu tel. 9650 9129
eswari.kmuthu@dulwich.org

Woodlands Transport Operations Executive:
Darren Teh
buses.singapore@dulwich.org

Woodlands Transport Operations Hotline:
Tel. 68901097 / 94550597
buses.singapore@dulwich.org

Frequently Asked Questions

1. Who are Woodlands Transport?

Woodlands Transport is the largest private bus operator in Singapore. For over 43 years, we are also the go-to provider for factories, MNCs, government agencies as well as various schools such as **Bukit Panjang Primary School**, **Stamford American International School**, **Lyceé Français de Singapour**, **Hollandse School** and **The Winstedt School** which we presently serve.

Today we own and operate a fleet of 300 buses ranging from 10 – 45 seaters. This fleet is supported by our highly dedicated drivers and operational team who manage the day to day operations, fulfilling our clients' expectations.

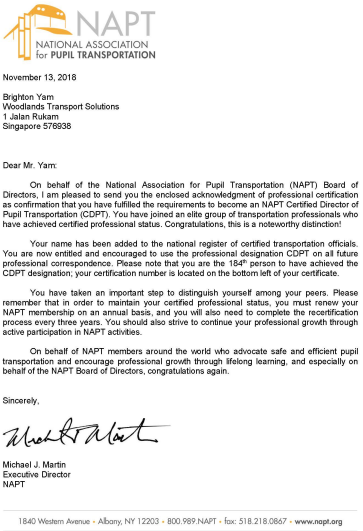
In order to support our diverse transport operations, we also manage a holistic in-house engineering workshop service, to maintain our bus fleet to the highest possible standards in terms of safety and compliance.

Within the group, Woodlands Transport also has direct dealings in business of travel, construction, automotive, laundry and pawnshop.

2. Is Woodlands Transport qualified to provide a bus service to the College?

At WTS, school buses are one of our first area of focus from 45 years ago, starting with Bukit Panjang Primary school, which we still serve today.

Since 2016, WTS has set up a separate entity, focusing solely on School Bus operations. This team is headed by Brighton Yam, who is the only candidate in Singapore, certified by the National Association for Pupils Transportation (USA) as a **Certified Director of Pupils Transportation**.



NAPT
NATIONAL ASSOCIATION for PUPIL TRANSPORTATION

November 13, 2018

Brighton Yam
Woodlands Transport Solutions
1 Jalan Rukam
Singapore 578938

Dear Mr. Yam:

On behalf of the National Association for Pupil Transportation (NAPT) Board of Directors, I am pleased to send you the enclosed acknowledgment of professional certification as confirmation that you have fulfilled the requirements to become an NAPT Certified Director of Pupil Transportation (CDPT). You have joined an elite group of transportation professionals who have achieved certified professional status. Congratulations, this is a noteworthy distinction!

Your name has been added to the national register of certified transportation officials. You are now entitled and encouraged to use the professional designation CDPT on all future professional correspondence. Please note that you are the 184th person to have achieved the CDPT designation; your certification number is located on the bottom left of your certificate.

You have taken an important step to distinguish yourself among your peers. Please remember that in order to maintain your certified professional status, you must renew your NAPT membership on an annual basis, and you will also need to complete the recertification process every three years. You should also strive to continue your professional growth through active participation in NAPT activities.

On behalf of NAPT members around the world who advocate safe and efficient pupil transportation and encourage professional growth through lifelong learning, and especially on behalf of the NAPT Board of Directors, congratulations again.

Sincerely,

Michael J. Martin
Executive Director
NAPT

1840 Western Avenue • Albany, NY 12203 • 800.989.NAPT • fax: 518.218.0867 • www.napt.org



NAPT Foundation
NAPT
NATIONAL ASSOCIATION for PUPIL TRANSPORTATION

BE IT KNOWN BY ALL CONCERNED THAT

Brighton Yam

has met all requirements and successfully completed the NAPT examination to receive a

Certified Director of Pupil Transportation (CDPT)
October 30, 2018

EDUCATION • CERTIFICATION • EXCELLENCE
NAPT
PDS

CDPT Certificate #184

Michael J. Martin, Executive Director

Brighton is supported by his team of school bus specialists who will manage the daily operations at Dulwich College.

3. How can I apply for Bus Service and how long is the waiting time?

Bus Service at Dulwich College, Singapore must be applied through the following link:

https://parent.schoolbus.solutions

Do allow processing time for bus allocation to take up to 2 weeks. Once the application is processed, WTS Transport Office will contact you and provide you with the required bus information and date of commencement.

It is in WTS interest to enroll your child(ren) onto the bus system as soon as we can. However, this may not always be possible given the transient nature of an international school community. Some bus routes may take a little longer than others to reshuffle and reroute to cater to everyone's needs. Nevertheless, we are committed to ensure all student gets assigned a bus by the end of the **2 week** timeline, from time of application. This will include a request to change a residential addresses.

4. What are your areas of coverage for bus service?

Below is the minimum coverage areas for WTS Bus Service. If your residential area is not listed, please do not hesitate to contact us for further advice.

Central Area
Ardmore Park, Arcadia Road/ Gdns, Anderson Road. Anguillia Park, Bukit Timah Road, Balmoral Road/ Crescent, Barker Road, Berrima Road, Brizay Park, Binjai Park/ Rise/ Walk, Chee Hoon Avenue, Cuscaden Road/ Walk, Chatsworth Road, Avenue, Coronation Road/ Drive/ West, Claymore Road, Cairnhill Road, Chancery Lane/ Hill, Dukes Road, Duchess Avenue/ Walk, Ewart Park, Fifth Avenue, Farrer Road/ Drive, Gallop Road, Grange Road, Garlic Avenue, Grenwood Avenue, Hua Guan Avenue, Holland Road, Park/ Hill, Holland Grove View, Jalan Lim Tai See, Jalan Tempua, Jalan Kampong Chantek, Jervois Road, Khaem Hock Road, Kings Drive, Kim Seng Walk, King Albert Park, Leonie Hill/ View, Leedon Heights/ Road/ Park, Leyden Hill, Linden Drive, Maryland Drive, Mt. Elizabeth Road/ Link, Mt.Sinai Road/ Rise/ Drive, Nathan Road, Nassim Road/ Hill, Narooma Road, Newton Roasd, Namly Drive/ Crescent/ Place, Oei Tiong Ham Park, Orchard Road/ Blvd/ Turn, Orange Grove Road, Peck Hay Road, Paterson Hill, Robin Close, River Valley Road/ Close, Sunset Way, Swiss Road/ Club/ View, Sixth Avenue/ Cresent, Shelford Road, Swiss Cottage Estate, Tudor Close, Taman Nakhoda, Trevose Crescent, Tanglin Park, University Road/ Walk, Woolerton Drive/ Park, Watten Estate Road, Wilby Road, Yarwood Avenue.

West Area
Faber Hill/ Avenue/ Green, Gold Coast, Kent Vale, Pasir Panjang, South Buona Vista Road, Sungrove, West Coast

North-West Area

Toh Tuck Road, Chestnut Avenue, Dairy Farm Road, Eng Kong Road, Hillview Avenue, Hume Avenue, Hindhede Drive/ Walk, Kismis Avenue.

East Area

Bayshore Road, Everitt Road, Jalan Tanjong, Jalan Limau Bali, Kew Crescent/ Green, Meyer Road, Singlap Road, Tanjong Rhu Road

KM Mark	Zone	Per Term (2-way)	Per Term (1-way)
0.0 – 2.0	1	$722.00	$542.00
2.01 – 4.0	2	$814.00	$610.00
4.01 – 6.0	3	$855.00	$642.00
6.01 – 8.0	4	$893.00	$669.00
8.01 – 10.0	5	$1,004.00	$753.00
10.01 – 12.0	6	$1,055.00	$791.00
12.01 – 14.0	7	$1,062.00	$797.00
14.01 – 16.0	8	$1,068.00	$801.00
16.01 – 18.0	9	$1,087.00	$815.00
18.01 – 20.0	10	$1,109.00	$832.00
20.01 – 22.0	11	$1,139.00	$854.00
22.01 – 24.0	12	$1,152.00	$864.00
24.01 – 26.0	13	$1,166.00	$874.00
26.01+	14	**Negotiable**	**Negotiable**

i. Parents and guardians requiring bus service must register **by 1 April 2022, 5PM (SGT)**, for service to commence on the first day of school
ii. For registrations after **1 April 2022** bus service will either commence on **25 April 2022** or **TWO-WEEKS** after date of registration, whichever later.
iii. Distance calculated is based on Google Maps
iv. Bus fare quoted is for per term, payable 3 times a school year (inclusive of GST)
v. Invoices must be paid at least 2 weeks prior the start of the term to secure a space on the bus
vi. Bus fare is not applicable for pro-ration should student not take the bus for any reason (ECA, medical leave, holiday leave, etc.)
vii. For areas above 26.01km onwards, bus fares and travelling time is subjected to negotiation with Parents/ Guardians
viii. A send back fee of **$40.00** is applicable for any student that is brought back to school due to absence of authorized guardian at the drop off point

6. Why is there a $40.00 send back fee if my child(ren) is not collected?

WTS highly regards child safety, and we emphasis this on a daily basis to our drivers and bus attendants. It is a constant battle to encourage and remind our drivers to not drop off students without an authorised guardian there to pick up the child(ren).

The implementation of this send back fee is also to ensure that guardians, too, are at the drop off point to ensure timely collection of the students. This will act as a deterrent to ensure that the overall transportation process is timely and on schedule.

The send back fee is passed on to the Driver and Attendant, WTS does not collect nor keep any amount of the total collection.

7. What will the travelling time be for by child(ren)?

WTS acknowledges and understand the stress for students riding buses for an extensive period of time. Therefore, all bus routes will be planned so that they are capped at a maximum travelling time of **55 minutes**.

This is however not possible for certain out-of-range residential areas. In the event of an out of range address, the travelling time may vary. However, all deviation from the agreed upon time frame will be discussed and agreed upon with the school prior to commencement of bus routes.

8. Am I going to expect change of Bus, Driver and Attendant?

Buses, drivers and attendants do change from time to time. This is mainly due to the transient nature of an international school community. *Families move in and out of the country, changing of residential address due to leases, students joining the school*; these are some of the reasons that will impact the overall routing plan. Therefore, buses will be reshuffled in order to cater for these new requests. We appreciate your understanding that changes are inevitable, however, WTS is committed to abide by the stipulated time frames and guidelines for all buses deployed and bus routes planned.

9. We love our current Bus Driver and Attendant, can we have them back?

As mentioned in Point 8, changes do occur from time to time, and with this transition into WTS, we may not necessarily engage the same driver and attendant to service the specific routes. Nevertheless, WTS prides to ensure a consistent service delivery throughout the entire fleet that is deployed.

10. Will my child(ren) be the last to be picked up and first to be dropped off?

As much as we would like to have every student be picked up last and dropped off first, it is not logistically possible as bus transportation is a shared service that needs to be managed with the varied interest of the whole community in mind.

Nevertheless, WTS is committed to adhere to the stipulated guideline as mentioned in Point 7.

11. Can I request for the bus to pick me up at my block?

As a general rule of thumb, all pick-ups and drop offs will be at the centralised condominium lobby or drop off point whenever possible. If the bus is not able to safely enter the property, pick up and drop off will be performed along the main road, outside the guardhouse of the condominium.

12. What about private property? Should I expect pick up at my front door?

As much as possible, pick ups and drop offs will be performed at your front door/ gate. However, this may not necessarily be possible for all roads in Singapore. In the event of a cul-de-sac or narrow lane, pick up and drop off will need to be performed at the nearest and safest road junction, which may entail a short walk from your property.

13. Is there someone on board the bus to manage my child(ren)?

Each deployed bus will come with a bus driver and bus attendant. The bus attendant is in charge of managing the students while on board. Should there be any incidents, the bus attendant will be the immediate responder and inform the DCSG Transport office immediately.

14. Are the bus attendants trained?

All bus attendants on board WTS deployed buses undergo a government regulated Bus Attendant Vocational License course. This is a 3 hours course that covers basic safety of students, incidents handling as well as how to react during an emergency.

Over and above, WTS will also conduct periodic internal training sessions for all bus drivers and bus attendants. This takes place during the school holidays and cover areas such as:

1. Basic First Aid Briefing and Hands-On Session
2. Students Handling
3. Emergency Procedures
4. Vehicle Checks and Inspections
5. Safeguarding & Child Protection Messages





15. Are the buses equipped with any seat belts?

All buses procured will be installed with **LTA approved 3-points seatbelts**. And will be checked regularly for their condition and functionality by WTS operations staff.





16. My child(ren) is young and little, are there booster seats provided?

Yes, for students under the height of 1.35m and **travelling on small buses**, LTA guideline stipulates that the student must be belted up with an appropriate booster seat while the vehicle is in motion.

WTS will be providing the required number of booster seats for all small buses at no cost to parents or drivers. Training of usage for these booster seats will also be provided to Bus Attendants on a periodic basis.





17. Is there any insurance coverage for my children on the bus?

Yes, all buses deployed are mandated by LTA to maintain a valid Third-Party Vehicle Insurance coverage. Over and above the vehicle insurance, WTS also maintains a general Public Liability Insurance for providing bus service for students of Dulwich College, capped at $5,000,000.

18. Is there anyone I can speak to if I have any feedback on the bus service?

WTS Operations staff will be stationed on-site at the College daily from 7:00AM – 6:00PM (during school days). Outside of operational hours, WTS staff can still be contacted at **94550597**. Alternatively, you may send an email to buses_dcsg@dulwich.org and WTS staff will respond to your email within 3 working days.

19. Are there CCA buses provided for my child(ren)?

CCA buses are provided at no additional cost to the standard termly bus fares for Year 2 students and above using TWO-WAY or ONE-WAY: SCHOOL TO HOME service only; buses will be automatically allocated to eligible students based on the individual CCA schedule by CCA Department at the beginning of each CCA season. CCA Buses are provided only during the CCA seasons.

20. You mentioned about an IT system, what can I expect from it?

In order to upgrade the overall service experience for parents at Dulwich College, WTS will be progressively introducing an IT System at the College. Please contact Woodlands Transport Office for more information.

21. Who do I contact if ……?

- Concerns about the safety on the bus: eswari.kmuthu@dulwich.org or 96509129 and buses.singapore@dulwich.org
- Bus driver/ bus aunty behavior: eswari.kmuthu@dulwich.org and buses.singapore@dulwich.org
- Bus running late: 68901097/94550597 or buses.singapore@dulwich.org
- Child not arriving on the scheduled bus: 68901097/94550597 or buses.singapore@dulwich.org
- Change of address: buses.singapore@dulwich.org
- Timing and route information**: 68901097/94550597 or** buses.singapore@dulwich.org
- Billing enquiries – buses.singapore@dulwich.org