



**SINGAPORE  
AMERICAN  
SCHOOL**

# **SCHOOL BUS GUIDE 2022-23**

## **Hello and welcome!**

Thank you for trusting us with the safe transport of your children to and from school. We know you have a choice of transport on the island, and we look forward to working with you to ensure that your child has a safe and secure ride to and from school.

The transport service at SAS is run by our contracted bus service provider, Yeap Transport Pte Ltd and is monitored by the SAS Contract Services Manager, who acts as a liaison between Yeap Transport and SAS and oversees the bus service operations to ensure that appropriate safety and efficiency standards are consistently met.

With over 120 buses per day, SAS has the largest school bus fleet in Singapore. As you may expect, our school bus operations involve complex logistics that require the cooperation of everyone involved. We have provided this guide to outline the services we offer and the responsibilities and expectations of all those involved.

In addition to more general information, this booklet gives details of the terms and conditions of the service and outlines specific rules, procedures, and policies.

In the final section, you will find contact information and emergency telephone numbers. If you have any questions, problems, or concerns, please do not hesitate to get in touch.

Best wishes,

**Simon Thomas**

Director of Facilities and Services

[stthomas@sas.edu.sg](mailto:stthomas@sas.edu.sg)

## **Contents**

**Introduction to the SAS Transport Service**

**Safety**

**Seating**

**Logistics: Routings and Bus Arrival and Departure Timings**

**Enrollment in the bus service**

**Fee Structure and Payment**

**After-School Activities Bus Service (4:40 p.m. and 6:15 p.m.)**

**Communication**

**Videos and Music**

**Lost Property**

**Responsibilities of Users of the Transport Service**

**Responsibilities of Yeap Transport Staff and SAS Staff**

**Yeap Transport Policies—Quick Reference**

**Contact Information**

**Frequently Asked Questions**

## **Introduction to the SAS Transport Service**

Yeap Transport Pte Ltd has been serving the school community since 1993 and is the largest school bus operator in Singapore. Besides using their own buses, Yeap Transport contracts private buses to supplement the fleet and serve SAS. Each bus journey is supervised by an adult bus monitor licensed by the Land Transport Authority and trained by Yeap Transport.

The transport team offers the following services:

1. Roundtrip (home to school to home)
2. Morning trip (home to school)
3. Afternoon trip (school to home)
4. After-School Activity bus (ASA bus) and the Eagle Activities and Athletics bus (EAA bus)
5. Under exceptional circumstances, round trips or single trips may be available to students who have not registered as bus riders but are fully enrolled SAS students registered with Singapore's Ministry of Education.

## **Safety**

We understand the importance of safety throughout all parts of the bus service, and we employ a number of individuals and systems to ensure the safety and security of all bus users.

### **Tracking Systems**

1. Buses are tracked electronically. The Yeap Transport Monitoring System (YTMS) uses a proprietary computerized system featuring Global Positioning System (GPS), Radio Frequency Identity (RFID), Geographical Information System (GIS), and Fleet Management System (FMS).
2. This system facilitates real-time tracking by the transport office as well as school administrators and parents. This tracking system can be accessed via the Yeap Transport Parent App (Login required). Please click [here](#) for a guide to logging into the Parent App.
3. As an additional optional safety measure, if students have their SASCard (Grade 3 onwards) and scan it as they enter the bus, parents are able to receive both the location of the student while on the bus and the time they arrive on campus and/or their drop-off point.

### **Standard of Buses**

Students are transported in a variety of buses ranging from 10-seater mini-buses to 53-seater coaches. There are specific SAS guidelines in place that dictate the age and condition of the buses used for our students. These guidelines exceed Singapore's government-mandated vehicle safety standards:

1. Bus will be less than 10 years old (SAS has the newest fleet of school buses in Singapore, with an average age of six years; the maximum life-span of a school bus in Singapore is 20 years).
2. Buses are inspected at Land Transport Authority (LTA) inspection centers twice per year to ensure they are in good and safe running order and maintain the high standards expected by our parents and the school (LTA only mandates one test per year).

3. Large coaches undergo additional checks to ensure that the speed retarder devices mandated by LTA have not been tampered with.
4. Yeap Transport and SAS staff make regular additional internal inspections of buses throughout the year. This is to ensure that the buses are well looked after and all seatbelts and other equipment are in good working order.
5. Each of the buses in the fleet is equipped with the following:
  - a. Air conditioning
  - b. Fire extinguisher
  - c. First aid kit
  - d. Communication system i.e. trunk radio system
  - e. Seatbelt on every seat
  - f. Bus number (displayed on three sides of the bus, in the front window, rear window, and left window)
  - g. YTMS student tracking system
  - h. CCTV or standalone camera—If it is necessary to view a bus's camera footage, an authorization form will be signed beforehand by both a Yeap Transport employee and an SAS administrator, in compliance with the LTA's PDPA recommendation
6. Our bus fleet uses only Euro 4 and 5 diesel engines, which produce lower amounts of emissions harmful to children, such as carbon, sulfur, and PM2.5 particulates. We also minimize engine-idling time, which results in cleaner air quality at school loading zones.

## **Seating**

In light of the Covid-19 situation, your child's seating arrangement will be assigned accordingly. There will be fixed numbered assigned seats for all riders (to enable contact tracing where necessary):

- Siblings must sit together.
- Riders will be assigned seats with students in the same grades, with lower grades seated towards the front and higher-grade students seated towards the rear of the bus.
- Single riders are assigned a seat according to their grade.

Also, school bags should be placed below the seats and not on the seats.

Apart from Covid-19, we have specific seating guidelines to help manage behavior and ensure adequate supervision:

1. As a general rule, the youngest riders are seated nearest to the bus monitor towards the front.
2. An older child who needs to be near the monitor for medical or behavioral reasons may also be seated towards the front.
3. Elementary school students will not be seated at the back of the bus during the morning trip to school.
4. Older riders will be seated on a first-come, first-served basis depending on the particular circumstances of the bus.
5. Only high school riders are allowed in the seating at the very front of the bus next to the driver, usually to accommodate large amounts of equipment.
6. Students should not save seats for other students, but should follow the directions of the bus monitor.
7. During periods of restrictions due to health concerns, students may be assigned seats and will be expected to sit in those seats.

## **Logistics: Routings and Bus Arrival and Departure Timings**

1. While we try to serve the majority of the island, if there is insufficient demand in an area or the journey time is felt unacceptable by the school, we may not be able to provide bus service.
2. For students in preschool and pre-kindergarten, we may deny a routing if, in the opinion of the class teacher, the child is not mature enough to travel unaccompanied by a parent.
3. While the duration of the bus ride for most students is between 45 and 55 minutes, students living in districts with low demand and in more distant areas like the east or west coast and Sentosa may experience longer travel times.
4. Please do speak to us if you have a choice of housing and location, and we can provide typical journey times to help you with your decision.
5. On average, the bus journey time can be broken down into a) 15 minutes of pick-up time; b) 30 minutes of journey time to the campus; and c) six minutes for drop-offs at all three bus bays within the campus.
6. In the morning, we have over 120 buses arriving at school between 7:25 a.m. and 7:50 a.m. We therefore stagger the timing of bus arrivals to avoid traffic congestion on nearby streets and to ensure that riders are able to get to class on time.
7. During the afternoon dismissal, buses depart the school at the following times:

- 1:30 p.m.: Preschool and pre-kindergarten students
- 3:20 p.m.: Students from kindergarten through twelfth grade
- 4:30 p.m.: First ASA and EAA buses depart from elementary school
- 4:40 p.m.: First ASA buses depart from middle school / high school
- 6:15 p.m.: Second ASA buses depart from middle school / high school

### **Enrollment in the bus service**

There are two bus services available for students, each with its own enrollment procedure:

1. The **regular bus service** (home to school, school to home)
  - a. Register online using the [Online Registration Form](#). Alternatively, the registration form can be found [on the school's website](#) or picked up from the transport office near the Eagle Stop.
2. The **After School Activities (ASA) or Eagle Activities and Athletics (EAA) bus service** if your child enrolls into these activities. (See separate section on this service)
  - a. For ASA/EAA bus service, there is a different enrollment method depending on the age of the student using the service:
    - i. Kindergarten through second grade: Students in these grades must be enrolled in the bus service directly by the EAA office. Once you have registered with EAA and have confirmed your child's activities, the EAA office will contact you directly about the details. ASA riders can ride with their younger siblings registered under EAA by boarding the bus at the elementary school bus bay, subject to seat availability.
    - ii. Third grade through twelfth grade: Students in these grades may register through the SAS transport office. Please call 6360-6770 or email [sas@yeaptpt.com](mailto:sas@yeaptpt.com) to register.

Other notes on enrollment:

1. Enrollment into the bus service is only necessary once per year; your enrollment will be automatically renewed for the next semester unless you choose to cancel.
2. If you change your address, please let us know and we will check that the transport service can serve your new address. Do note **14-working days written notice** is required.
3. Routing can be complex, so please allow us **10 to 14 working days** between the date of registration submission and the expected start date of the bus service.

**Fee Structure and Payment**

Fees for the bus are payable before the commencement of the service and before the start of each semester or season. The regular and ASA/EAA bus services each have their own fee structure. Each service is charged separately depending on usage. Fees are based on the distance from home to school.

**Regular Bus Service Fee Structure, 2022-23**

<b>SINGAPORE AMERICAN SCHOOL REGULAR BUS SERVICE CHARGES</b>					
<b>1. Distance from School (In Kilometers)</b>				<b>1. Per Semester Bus Fare</b>	
				<b>1. LARGE BUS</b>	<b>2. SMALL BUS</b>
<b>FROM</b>	0.0	to	2.0	S\$1,049.62	S\$1,145.46
	2.1	to	4.0	S\$1,132.05	S\$1,234.70
	4.1	to	6.0	S\$1,198.20	S\$1,307.67
	6.1	to	8.0	S\$1,263.04	S\$1,378.01
	8.1	to	10.0	S\$1,327.89	S\$1,450.99
	10.1	to	12.0	S\$1,394.06	S\$1,521.11
	12.1	to	14.0	S\$1,475.17	S\$1,610.35
	14.1	to	16.0	S\$1,591.44	S\$1,736.08
	16.1	to	18.0	S\$1,721.13	S\$1,879.17
	18.1	to	20.0	S\$1,885.99	S\$2,057.65



	20. 1	to	24.0	S\$2,229.11	S\$2,431.77
	*Sentosa			S\$2,688.50	S\$2,933.16

*Large bus means a bus with a seating capacity greater than 29 passengers. Small bus means a bus with a seating capacity equal to or fewer than 29 passengers.*

***# Bus Fare quoted is for the 2022/2023 academic year. The bus fares are subjected to annual increments similar to those applied towards the school fees unless special conditions necessitate an increment subject to the approval of SAS.***

### ASA and EAA Bus Service Fee Structure, 2021-22

Services	ASA Fees (G3 to G12) (Semester)	EAA Fees (K to G2) (Season)
For students registered for round-trip regular bus service	S\$215.12	S\$153.64
For students registered for the school-to-home (p.m.) regular bus service only	S\$215.12	S\$153.64
For students registered for the home-to-school (a.m.) bus service only	S\$336.64	S\$230.46
For students not registered for the regular bus service	S\$482.49	S\$329.23

- *\* Additional surcharge is applicable to make it financially viable to offer school bus services. All fares are quoted in Singapore Dollars (SGD).*
- *All fares quoted are inclusive of GST @ 7% (subject to Government's revision).*
- *Distances are calculated based on a straight-line radius from the school.*

#### **Other notes on fee structure and payment:**

1. A student may ride one-way. For **one-way trips**, the bus service charges will be **70% of the full fare** to the nearest dollar.
2. There are two (2) payments each school year (one for each semester). A LATE PAYMENT SURCHARGE of 5% of the outstanding amount will be imposed if payment is not received by the due date.
3. Payment can be made directly to Yeap Transport by cash, check, cardup, or Interbank Transfer.
4. Families or companies paying by overseas wire transfer or in a foreign currency will need to bear any miscellaneous charges associated with these forms of payment.
5. Please contact Yeap Transport for information regarding payment questions, bank transfer information, etc.
6. Checks are to be raised in the name of "Yeap Transport Pte Ltd"

### **Termination and Refunds:**

1. Should you wish to terminate your bus service, a written notification must be received by the transport office at least **2-weeks prior** to the termination date. **There will be no refund if written notification is not received prior to the termination of the bus service.**

**REFUND** – A refund of the balance of fare paid for the outstanding period based on the number of weeks is applicable if written notification is given to the Transport Office at least **one month** prior to the termination of the bus service.

- 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 at least **two weeks** before the termination date.
- c) Refunds will not be made when the option is given to use a taxi service, as applied in "**REIMBURSEMENT**", below.
- d) Partial refunds will be offered under Force Majeure conditions and/or when legislated by the government after consultation with the school administrators. Partial refunds will be offered from costs saved due to the inability to operate the school bus routes such as fuel and maintenance costs. A full refund cannot be made as the bus operators have to continue with servicing monthly fixed costs such as the financing of the bus, bus insurance and bus crew salaries in order to ensure that the service can continue after the crisis is over. For the avoidance of doubt, Force Majeure conditions shall include but are not limited to the suspension of bus services due to the government-mandated shift to Home-Based Learning or otherwise during the COVID-19 pandemic.

**REIMBURSEMENT** – Parents are entitled to reimbursement of Grab/taxi fares when approval has been given by the Transport Office. Parents who wish to make arrangements other than the taxi service permitted by the Bus Office will be reimbursed a taxi- fare equivalent for the journey. Receipt must be produced to the bus office through email. Parents who drove their children to school are entitled to a reimbursement capped at \$30.00 (2-ways).

### **After-School Activities Bus Service (4:40 p.m. and 6:15 p.m.)**

We offer students involved in after-school activities a bus service to support our after-school activities programs. This is a separate service offered at an additional cost and subject to space availability and routing.

1. Our **Eagle Activities and Athletics (EAA)** bus service is for **students in grades 2 and below.**
2. Our **After-School Activities (ASA)** bus service is for **students in grades 3 through 12.**

3. These buses do not offer door-to-door service, but instead have designated drop-off points across the island.
4. Daily departure times for EAA and ASA buses are as follows:
  - a. **First trip**
    - 4:30 p.m. EAA and ASA buses depart from elementary school.
    - 4:40 p.m. EAA and ASA buses depart from middle school / high school. These may be the same buses that departed from the elementary school at 4:30 p.m.
  - b. **Second trip**
    - 6:15 p.m. ASA buses depart from middle school / high school
5. Refer to the [ASA Bus Schedule](#) and [Street Map](#) for more details.
6. You may choose any two drop-off points (applicable for riders from third grade through twelfth grade). It is important that you inform your child/children of the exact drop-off point you intend to collect them from as there may be more than one drop-off point for an ASA bus route, which could cause confusion.
7. All elementary school students line up for their ASA or EAA buses at the ES or MS/HS bus bays. Adults are there to make sure the students get on the buses safely.

### **Communication**

We will endeavor to keep you informed of any transport issues:

1. If there are significant delays in transport, or in case of emergency, parents will be contacted by, at least, one of these four methods, depending on the severity and urgency of the issue:
  - a. Yeap Transport Parent App (login required, see our [Mobile App Guide for Parents](#))
  - b. SMS text messages to your mobile phones
  - c. Personal contact via landline/mobile phones
  - d. Email
2. SMS messages will be sent to ONE parent's mobile number, as recorded in the transport office's database.
3. These systems depend on your contact details being up to date. The contact details held by the transport office are available through the Yeap Transport Parent App.
4. Please email us at [sas@yeaptp.com](mailto:sas@yeaptp.com) to make any changes.

### **Videos and Music**

We do not allow the screening of videos on any bus having a video/DVD machine. Music and videos may only be played on personal devices equipped with earphones, which students must use.

### **Lost Property**

Any items found on the bus will be returned to the transport office near the Eagle Stop. If items are clearly labeled with names they will be dispatched to the appropriate divisional office. All other items will be kept at the transport office's lost property cupboard. As always, **students should be encouraged to look after their belongings as we cannot be held responsible for lost items. The bus office holds no responsibility for students' missing belongings.**

## Responsibilities of Users of the Transport Service

As this is a communal service, all involved with the bus service have a duty to support the safety and efficiency of the service. These expected responsibilities are detailed as follows:

### Parent Responsibilities

Parents will do their part to help their children understand how to safely and responsibly ride the bus to and from school.

#### Communication:

1. Please communicate with our team to ensure trouble-free use of the bus service. Please inform us if there is any change to your child's transport arrangements. You can communicate with us via email, in person or via the Yeap Transport Parent App or by phone.
2. We appreciate notification **one day ahead** of the day in question, to give us time to speak to all those who may need to know the location of your child.
3. For elementary school children, you should also inform your child's class teacher.

### Safety education for your children:

Safety is a shared responsibility. You are encouraged to talk to your child about two very important safety concerns:

1. The importance of always wearing a seatbelt on the bus.
2. The danger of road crossings.
  - a. Crossing the road can be very dangerous. While we try to eliminate the need for road crossings in our routes, it is not always possible due to constraints such as one-way roads. We have provided the following videos that you should watch with your child to reinforce these important safety messages.
    - i. [Road Safety Kerb Drills](#) - Crossing the Road
    - ii. [Elementary School Rules - Bus Safety](#)

### Pick-up, drop-off, and other parent responsibilities:

1. Our bus drivers are not able to wait for students who are late. Please ensure that students are at the pick-up point at the given time. If a student is not present within **one minute** after the scheduled pick-up time, the bus driver will inform the transport office and check with them for any additional information; the driver will then depart for the next point. Unfortunately, we cannot call you to check where your child is. The school will not be responsible for their subsequent travel to school.
2. To reduce any chance of confusion, all kindergarten through second-grade riders should carry their bus ID tags at all times during travel. Riders from third grade through twelfth grade must scan their SASCard upon boarding the bus.
3. Ensure your children are aware of appropriate behavior and the consequences of misbehavior while on the bus (see **student expectations** later in this document).
4. If your child is in elementary school (fifth grade and below), please ensure there is an adult present to collect them from the drop-off location at the end of the day.

5. Alternatively, parents may complete the [Letter of Permission](#), which gives us the authorization to drop off an elementary school student without an adult caregiver present. The signed form must be emailed to [sas@yeaptpt.com](mailto:sas@yeaptpt.com).
6. Elementary school children who are not met and do not have this permission form on file will be taken back to the transport office at SAS to await collection.
  7. Parents are responsible for their children up to the time that the bus monitor helps the children onto the bus in the morning, and from the time that the bus monitor releases them at their drop-off point in the afternoon.
  8. Parents are NOT permitted to ride on the school bus.
  9. Parents must provide 14 working days' written notice to change a pick-up point or drop-off destination. When determining a change of drop-off or pick-up location, the transport office has the right to refuse a request if the destination is outside the transport area of service. Any change is subject to seat availability on the bus the student is requesting a transfer to.

**Help your children remember our expected bus etiquette:**

Parents should go over the [SAS Student School Bus Values](#) and [SAS Bus Culture](#) with their children. Parents and children should also review our expected bus etiquette together by going over this list of "We Will" statements:

**Everyone Deserves A Safe, Pleasant, And Peaceful Bus Journey**

- **We will** arrive at our bus on time with our ID tag or SASCard
- **We will** scan our bus ID when boarding the bus
- **We will** board promptly and only occupy one seat
- **We will** sit in the seat shown by the bus monitor
- **We will** wear our seatbelts properly at all times
- **We will** talk quietly and politely to one another
- **We will** treat each other with respect
- **We will** keep the bus clean and we won't litter
- **We will** speak quietly using appropriate language
- **We will** speak respectfully to the bus driver and monitor
- **We will** listen to music only through personal headphones
- **We won't** eat or drink on the bus, except for water
- **We will** only leave the bus at our designated stop

**Student Responsibilities**

Students will adhere to our school rules and digital citizenship contract while using devices on the bus. In addition to the SAS [core values](#) and school rules, there are specific guidelines for behavior on the bus. While using the transport service, students will be expected to adhere to the following rules:

**Behavior and Etiquette on the Bus**

1. Board the bus in an orderly manner, check for oncoming traffic before crossing the road, and refrain from any dangerous behavior
2. Wear seatbelts and remain seated at all times when the bus is moving.
3. Speak in a quiet tone of voice and use acceptable language.
4. Act in a safe manner by keeping your hands and feet to yourself.
5. Do not reserve seats for friends. Each student is entitled to one seat only.
6. Respect the property and the space of others by placing your bags on the floor. If the bag is too large (i.e., a rugby bag), space is available under the seats, at

the front of the bus, or in the luggage compartment below (only available on the large buses).

7. Changing clothes on the bus is forbidden.
8. No pets are allowed on the bus at any time.
9. You are responsible for your belongings on the bus. The transport office cannot be held liable for items lost on the bus.
10. Students must refrain from distracting the bus driver's attention from driving, as this can jeopardize the safety of everyone on the bus.

### **Morning Bus Rules**

1. Arrive at your pick-up location in plenty of time to board your bus on time.
2. The bus will **wait only one minute beyond the designated pick up time, and will then leave without further warning.**
3. The transport office will not call you or your parents to remind you.

### **Afternoon Bus Rules**

1. Do not keep your bus waiting. The bus will leave on time, and if you miss it you will have to arrange your own transport.
2. Do not go home by any other means without ensuring that the transport office knows that you will not be using your bus. This includes traveling home with your parents.
3. If you are in an after-school activity, go straight from your activity to your ASA bus. The bus will leave on time, and if you miss it you will have to arrange your own transport.
4. For ASA bus riders, if you are not participating in your after-school activity for any reason, you will still have a seat reserved on the ASA bus and will be required to go home on this bus.
5. Remind your parents to communicate any changes in plans to the transport office and the classroom teacher. If you are scheduled to ride an ASA bus home, you will not be able to go home on an earlier bus unless excused by your teacher.

### **Additional measures during the Covid-19 period:**

1. Wear a face mask or face shield at all times while on the bus. Students will not be permitted on the school bus without a face mask or shield.
2. Your temperature will be checked by the bus crew. Anyone with a temperature above 37.5 degrees Celsius will not be allowed on the school bus.
3. Upon boarding the bus, apply hand sanitizer before proceeding to your assigned seat.
4. Refrain from talking and interacting with students outside your row.

### **Disciplinary reporting and referral**

1. All students are subject to school-based disciplinary actions and consequences for inappropriate behavior on the bus. In this respect, the time spent on the school bus is considered an extension of the school day.
2. School administration and Yeap Transport will work together to support necessary changes in any student's behavior.

3. The appropriate divisional administration will be notified of on-going behavioral concerns.
4. If a rider does not abide by the rules or correct their behavior after a verbal warning by the bus crew, a [written report](#) will be submitted to the transport manager. This report will be sent to the dean of students or divisional administrators, who will discuss this matter with the student; the report may also be sent to the student's parents. Subsequent infractions may result in the temporary or indefinite suspension of bus rider privileges to ensure the emotional and physical safety of all riders and staff.
5. This system is operated in the school with some differentiation to suit the ages of the riders involved.



## **Responsibilities of Yeap Transport Staff and SAS Staff**

### **Yeap Transport Bus Monitor Responsibilities:**

A bus monitor will be present on every bus travelling with children from home to school or school to home. The bus monitor's primary duties are to look after the wellbeing and safety of all students on the bus and to report any student misbehavior to the transport office.

Bus monitors' specific responsibilities include:

#### **Before or after each bus ride:**

1. Report to the bus driver and/or transport office if feeling unwell.
2. Check that the correct bus number is clearly visible on the front, side, and rear windows.
3. Check that working seatbelts are available for each seat.
4. Walk to the back of the bus to ensure that no one is left on the bus at the end of the route.
5. Remain with the bus until their duties are completed.

#### **During each bus ride:**

1. Accurately mark student attendance for every route.
2. Ensure that students are wearing seatbelts at all times.
3. Avoid physical contact with students.
4. Never discipline, engage in an argument with, or respond physically to students.
5. Never give food, sweets, or drinks to students.
6. Never leave a student in fifth grade or below at a stop alone (unless their parent has submitted a Letter of Permission to walk home alone).
7. Keep any student in fifth grade and below on the bus if an adult is not present to meet them at the drop-off point, and contact the transport office (unless their parent has submitted a Letter of Permission to walk home alone).

Here is a sample of the [Bus Crew Commitments](#) placard displayed on every bus.

### **Yeap Transport Bus Driver Responsibilities:**

The bus driver's main responsibility is to transport all students to their destination safely and to ensure that the bus is clean and in good working order. The drivers serving SAS are offered a monthly salary to alleviate pressure to rush between trips.

We expect all drivers to drive according to the rules of the road and to drive carefully and sensibly. If a school bus is observed driving or operating dangerously, the bus number and/or the license plate number should be reported to the transport office immediately.

Bus drivers' specific responsibilities include:

#### **Before or After Each Ride and On-Campus Responsibilities**

1. Ensure the bus is clean and in good mechanical condition before every bus trip.
2. Maintain a communication device, first-aid kit, and fire extinguisher on board at all times.
3. Ensure the bus number is displayed and visible.

4. Notify the office if the bus monitor is not on board the bus and arrange for a substitute monitor to supervise the students..
5. Never smoke on campus or while students are on the bus.
6. Depart from campus upon the instructions of the operations manager at the bus bay.
7. Observe the speed limit on campus.
8. Once parked in the designated area, turn off the vehicle's engine.
9. Turn on the vehicle engine no more than ten minutes before school ends, in order to cool the bus before students get on board.

**During the bus ride:**

1. Never drive the bus if tired or ill.
2. Wear proper footwear (no sandals or bare feet).
3. Always drive defensively, keep to the speed limits, and obey all traffic rules.
4. Wait one minute only after the assigned time at any pick-up location, and contact the transport office to inform them and obtain permission from the duty manager before moving on.
5. Check with the bus monitor that all students are seated with seatbelts fastened before driving on.
6. Avoid physical contact with students.
7. Never discipline, engage in an argument with, or respond physically to students.
8. Never give food, sweets, or drinks to students.
9. Never leave a student in fifth grade or below at a stop alone (unless their parent has submitted a Letter of Permission to walk home alone).
10. Keep any student in fifth grade and below on the bus if an adult is not present to meet them at the drop-off point, and contact the transport office.
11. Never stop the bus at unofficial stops to meet special requests by students, teachers, or parents.

**Yeap Transport Operations Manager Responsibilities (at the bus bay)**

1. Inform school administrators on duty before allowing the school buses to depart from campus.
2. Where necessary, have a standby bus ready to take over the duty of sending the students home, to avoid delay to the regular buses.

**SAS Divisional Administrator Responsibilities:**

The appropriate divisional administrators will be responsible for:

1. Following up with individual students whose behavior persistently gives cause for concern.
2. Ensuring that any bus-related comments, compliments, or complaints are quickly sent to Yeap Transport
3. Ensuring that students are reminded regularly about road safety off the bus and behavior on the bus through the development and delivery of appropriate content.

### **SAS Teacher Responsibilities:**

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

1. Teachers will ensure that students are dismissed from class in time to catch their buses.
2. Instructional Assistants (IAs) of second graders and younger students will accompany riders to the bus monitor at the end of each school day.

### **SAS Services Manager Responsibilities:**

1. Conduct regular independent inspections of the condition of the buses against agreed-upon standards.
2. Conduct regular inspections of bus routes and pick-up/drop-off sites.

### **SAS Safety Manager Responsibilities:**

1. Write to every parent to highlight the risks of drop-offs that require students to be assisted across the road by the bus monitor. [Drop-offs that are opposite your home](#)
2. Ensure staff are trained in the Standard Operating Procedures (SOPs) and that this is fully documented.
3. Ensure compliance with agreed SOPs through riding all routes once per semester.
4. Verify knowledge and understanding of SOPs through frequent, documented training, quizzes, etc.

## **Yeap Transport Policies—Quick Reference**

### **1. Automated Messages (SMS)**

Automated Messages (SMS) are used to send quick messages with urgent information to parents and/or school administration. They will be used for bus delays, bus breakdowns, or other circumstances requiring immediate transmission of information.

### **2. Change Of Address**

A change of address is when a family moves their residence from one location to another location. If the family would like the school bus service to continue seamlessly, they should submit a written notice of their change of address at least 14-working days before the move so that a new bus route can be assigned.

### **3. Changes To Bus Timings and Pick-up/Drop-off Locations**

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, Yeap Transport reserves the right to stipulate conditions as needed where changes may affect the operation as a whole.

### **4. Cross-transfers**

A cross-transfer is a request for one registered bus rider to travel a different bus to a different destination on a specific day, in cases where parents are away on business trip.. If capacity permits, we will make arrangements for students to take a different bus to a different location. However, changes are made at the sole discretion of the transport office staff, and priority assignment of seats is always given to riders on their regular buses. Therefore, families with

children who require a cross-transfer must seek approval from the transport office before doing so. No cross-transfer is allowed.

### **5. Exchange Students**

Exchange students are students from other countries who come to SAS for sporting or academic events. Exchange students are not eligible to be registered as bus riders, as they are not registered with the Ministry of Education (Singapore). Under no circumstances are they permitted to ride any of our buses.

### **6. Incident Reports**

Incidents include accidents, near-misses, breakdowns, major delays, etc. All incidents will be fully recorded on the SAS H+S Incident Report system and an Incident Follow-up Report where necessary. The report(s) will be signed and dated, forwarded to both the SAS school services manager and the SAS health and safety manager, and filed appropriately.

### **7. Standby Bus**

A standby bus is a vehicle reserved for deployment during an emergency situation when the regular assigned bus cannot be used. A standby bus will be on call every morning and at each of the afternoon dismissal times. This standby bus will meet all our requirements regarding seat belts, maintenance, and qualified bus drivers and monitors. The standby bus crew will be issued with a copy of the route and student list wherever possible. When called into use, a standby bus will depart from campus 10 minutes after the regular buses have been dismissed.

### **8. Student Registration**

The student registration form, together with the indemnity and waiver form, bus rules, parent information, and accounting information, are the official record of any student registered as a bus rider for transportation to and/or from their residence and the school. Any student requiring transportation to and/or from their residential address and SAS is eligible for registration. Students must be fully enrolled students of SAS and registered as such with the Ministry of Education.

## **Contact Information**

We are always happy to hear from you! For any queries about our services or to make a suggestion or pass on a comment, please contact our transport office or stop by:

**SAS Transport Office** (located next to the Eagle Stop at the front of the school):

- Hours: Mondays to Fridays, 7 a.m. to 5 p.m. (closed for lunch from 12:00 p.m. to 1:00 p.m.).
- During school holidays, our office hours may be irregular, but all phone messages, faxes, and emails will be attended to as soon as possible.

### **Contact us:**

- By phone 6360 6770
- By phone after 5 p.m. 9296 6189
- Email address [SAS@yeaptpt.com](mailto:SAS@yeaptpt.com)
- Visit our website <http://www.yeaptpt.com>
- For any specific safety or child safeguarding concern, please email the SAS safety team at [Safety@sas.edu.sg](mailto:Safety@sas.edu.sg).

## **Our Customer Relations Managers**



**Irene Christina Oliveira**



**Bobby Ng**

## **Frequently Asked Questions**

**1. Why can't my child's bus routes, pick-up and drop-off times stay the same throughout the year? Why do you change their schedule or bus from time to time, or at the start of a new semester?**

Bus sizes and bus pick-up and drop-off timings are dependent on who is being served by each bus. Bus ridership will change as new families apply for transport services or when families change their place of residence. As a result, bus sizes and timings change to support everyone.

**2. Why is my child picked up first and dropped off last?**

At present, there is no first-in-first-out, last-in-last-out policy. However, we do implement it on the routes where this is possible. This is because the route set for each bus to reach school may not be the same as the route specified to bring students home. This may be due to traffic considerations, road layout, and the fact that some students only take the bus one way.

**3. Why isn't my child the last to be picked up, even though we live nearest to school?**

It is not practical to have pick-up and drop-off positions solely dependent on the distance between the place of residence and the school. Traffic considerations and road layout have to be considered first. In order to balance the varied interests of families served by each bus, we do not implement any queuing system or fix the order that students are picked up on the basis of distance from the school. Rather, we aim to minimize overall transport time.

**4. Why does it take the bus longer to get to the school than it takes traveling by car?**

Buses are not just serving one family and traveling to the school directly. The buses make many stops along the way to school and hence they take longer than a car that travels without stopping to collect other students. Unlike cars' speed limit, buses are constrained to travel at a speed of not more than 60 km/h and must stay in the leftmost lane. On certain roads, the speed limit could even be lower.

**5. Where are the pick-up and drop-off points at my condominium?**

For private condominiums, pick-up and drop-off points are usually at the guardhouse or gate barrier. Our buses are not always able to provide a door-to-door service within a condominium because it would increase the overall travel time. Also, depending on the size of the bus, it may not be possible to enter the condominium itself.

**6. Where are the pick-up and drop-off points for my house?**

For private houses, buses generally pick up and drop off riders at the gate of the house. However, certain private housing estates have narrow roads or dead-ends that prevent

our buses from making a U-turn. In such cases, students will be picked up and dropped off at the closest point to the house that is practical and safe for both the student and the bus. The bus company will advise the family of the pick-up/drop-off point.

**7. How much notice is needed if I want my child to be collected or dropped off from a new address, or if I wish for them to start traveling on the bus?**

The transport office requires a minimum of 14 working days' written notice, in order for us to make any change to the existing transport service. Families wishing to cancel their use of the morning or afternoon bus service or the use of the service completely should inform the transport office, giving 14 working days' written notice.

**8. Where should a student wait for their bus on a rainy day?**

During rainy weather, the drivers have been instructed, where possible, to change the pick-up and drop-off point to the nearest sheltered area, provided it is safe to do so. Please ask the transport office where this point would be.

**9. Is my child allowed to take a different bus for a playdate or sleepover at a friend's place?**

No. Riders are only allowed to travel to and from school on their assigned bus. No change of bus is permitted.

**10. What determines the size of the bus used for each route?**

Bus size is dependent on the number of students needing transport along any route and the overall journey time. It is not possible to have a fleet of only small or only large buses to serve the school. In order to accommodate new families and those who change their place of residence, from time to time we may need to change the type of bus allocated to a particular route.

**11. Why are buses sometimes late?**

Buses are sometimes late for a variety of reasons such as road works, traffic congestion, rainy weather, and students or caregivers not being at the designated pick-up/drop-off points. Families concerned about delays should contact the school or the transport office at 6360-6770. Our transport office can communicate with all drivers, who are instructed to inform the school of any serious delay.

**12. I understand that some private buses in Singapore are not fitted with seatbelts—why?**

Currently, in Singapore the law requires only small buses (with a capacity below 15) to be fitted with seatbelts. However, in keeping with our more stringent safety standards, all the buses within the SAS bus fleet are fitted with seatbelts for every seat.

**13. Is my child covered by any insurance while travelling on the SAS transport service?**

Yes. Singapore transport law requires that each bus maintain Third-Party Vehicle Insurance Coverage. This insurance is unlimited, and no bus is permitted to carry passengers on the roads without having purchased this coverage. In addition, the current contracted bus service provider has purchased insurance to cover accident claims on our buses. Details of this insurance can be provided on request.

**14. Are the buses safe for our children to travel on?**

Yes, we believe that in offering this service we have tried to anticipate any safety issues that may arise. Our contracted bus service provider provides regular inspections of seat belts, first-aid kits, and fire extinguishers, and also inspections for cleanliness. Mechanical checks of buses are mandatory in Singapore and must be carried out every year at an authorized inspection center, which will certify that a bus is safe for travel on the road.

**15. What do I do if I am not happy with the transport service?**

Please contact the transport office by calling 6360 6770 or emailing SAS@yeaptpt.com, and ask to speak to one of our Customer Relations Managers.

**16. Why does the bus service not cover all of Singapore?**

Bus routes are planned on a supply and demand basis. If there is insufficient demand in an area or the journey time is felt unacceptable by the school, we may not be able to provide bus service to that area.

**17. Isn't it the school's responsibility to ensure that my child arrives at school/home on time?**

SAS provides bus service to school families through our appointed transport provider. Yeap Transport makes every effort to ensure that all students are collected and/or dropped off at approximately the same time each day. However, there will inevitably be times when circumstances beyond their control mean that there are delays to the bus service, or very rarely, that a bus route is interrupted. Please note that the school cannot be held responsible for these eventualities.

**18. I was notified by the transport office that the bus got delayed due to DPD washing. What is DPD washing?**

DPD (diesel particulate diffusers systems) washing is an automated cleansing of the bus emissions system. It is an integral part of the "clean diesel bus program." The bus is stationary while the scrubbing takes place; there is no danger to either people inside or outside the vehicle. DPD washing is a slight inconvenience we have to accept in return for cleaner emissions at our bus bay and less impact on the environment.

**19. Why does the bus feel warm when my child gets on in the afternoon?**

To minimize emissions and adhere to Singapore's rules about idling vehicles, bus drivers are instructed to switch on their bus engines only at 2.55 p.m. It may take some time



for the air conditioning to bring down the temperature on the bus, particularly in Singapore's hot weather.

**20. How is the regular bus fare calculated if I move to a different address during the semester?**

The Regular bus fare is prorated according to the number of weeks you will be using the different buses, e.g. there are 20 weeks in the semester and you moved in to week 9, you will pay 9 weeks for the old address and 11 weeks for the new address.

**21. My child rides a large bus to school and a small bus home from school. How is the bus fare calculated?**

You will pay half the fare for both the large and small bus. (e.g. a student residing under 2km from school will pay  $(S\$1,049.62 + S\$1,145.46) / 2 = S\$1,097.54$ )