



Transport Guide for Canadian International School

1. Introduction

The school bus service exists to get students to and from home and school safely and securely.

This booklet is designed to give:

- (a) students/parents' comprehensive information on the services provided by ComfortDelGro Bus Pte Ltd (hereinafter referred to as CDGB).
- (b) the terms and conditions of the service
- (c) outlines the responsibilities and expectations of all those involved in the service.

Please read these sections and ensure that you and your child/children are familiar with the rules and guidelines that they are expected to follow.

In the final section, contact and emergency telephone numbers are listed. Please ensure you have these numbers available for easy access when required. You will find a Question-and-Answer section to the FAQs.

At CDGB, we aim to ensure that the safety of the students and the efficient running of the bus service are given the highest priority. The Transport Staff understand the importance of a safe and prompt service, and we hope to continue to achieve these goals. Any concerns or comments that you may have will be received and dealt with in a timely manner. Please do not hesitate to get in touch if we can be of any assistance.

2. Welcome to CDGB services

CDGB has been contracted by Canadian International School (CIS) to ensure that appropriate standards of buses and safety standards are consistently met. The Transport Office is monitored by CIS administrators.

ComfortDelGro is Singapore's leading multi-modal transport operator with operations in 13 countries. We operate over 45,000 vehicles globally, manage a rail network covering 371km and have over 22,600 employees. As a global mobility player, we recognize the impact of our businesses on the communities we serve, and we are committed to enhancing our corporate responsibility and environmental stewardship to drive positive impact for people, planet and society.

CDGB – a subsidiary of ComfortDelGro – is Singapore's largest private bus operator with more than 200 buses. We have incorporated 54 electric buses to reduce our environmental impact and to provide climate-friendly transport for our clients.

To safeguard the well-being, health and safety of our customers, CDGB works with our network of transport partners to ensure the provision of well-maintained air-conditioned buses. We deploy transport technology to enhance the safety and efficiency of the fleet. Our buses are trackable by GPS to facilitate real-time monitoring by our staff as well as the school administrators and parents. Parents can use our apps to keep track on the journey of their children.

We have a team of experienced operations staff that seek to provide quality customer service and facilitate cross-cultural understanding between our expatriate customers and the local bus operators whom we work with. Besides using our buses, we contract with other private bus operators to run the CIS bus service. We hire buses that are in good and safe running order and are maintained to the high standards expected by parents/guardians and the School. Each bus journey is supervised by a Bus Attendant.

The Transport Department can provide the following services:

1. Round Trip (home to school to home)
2. Morning Trip (home to school)
3. Afternoon Trip (school to home)
4. On an exceptional basis, round or single trips may be available to students who are not registered bus riders but are fully enrolled in CIS.
5. Extracurricular Activities (ECA) Bus
6. Chartered bus services for excursions.

All the above services are subject to bus and space availability, and routings.

3. General Guidelines

At CIS, we will operate a fleet of buses to cater to the needs of the community.

In the morning, the buses arrive at the school between 8:00am and 8:25am.

During school dismissal, the buses depart from the bus bay at approximately 3:45pm (Nursery to Grade 12).

All these services are subject to space availability and routing.

a) Standard of Vehicles

Students are transported in air-conditioned buses ranging from 10-seater minibuses to 49-seater coaches.

For safety reasons, there will be no seating of Nursery (NS), Pre-Kindergarten (PK), Junior Kindergarten (JK), Senior Kindergarten (SK) to Grade 2 (G2) students in the front seat (next to the driver) of the bus.

All regular buses are equipped with the following:

1. Fire extinguisher
2. First Aid Kit
3. Communication System i.e. bus crew app or equivalent
4. 3-Point Seatbelt for every seat
5. Bus Tracking system

Buses are inspected at Land Transport Authority's (LTA) approved inspection centers to ensure that safety standards are met. Internal checks by CIS Transport Office are made throughout the year. A stand-by bus will be activated to substitute for a regular bus when required.

b) Behavior Expectations of Student Passengers

The school bus is a communal service. We seek students' understanding and cooperation to adhere to the instructions of our Bus Captain and Attendant when boarding/alighting and while on the road. This is to ensure safety for all riders, especially when the bus encounters any unforeseen situation. All students are required to be buckled up while riding the bus and to refrain from making too much noise that may affect the attention of the Bus Captain. We reserve the right to inform the school administrators of rowdy and/or uncooperative students. In consultation with the school, students with persistently uncooperative behaviors could be asked to make alternative transport arrangements to their own cost to and from school.

c) Routings

Please note that we may not be able to provide a service for certain parts of the island due to insufficient riders or travelling time exceeding the school's guidelines. The availability of these routes is reviewed regularly.

CIS Transport Office reserves the right to:

- (i) Refuse transport service for routings which do not have a minimum number of 6 children per mini bus,
- (ii) Routings that is beyond the travel time limit set by the school for the welfare of the students.
- (iii) For students in NS, PK, JK and SK, we may deny a routing if, in the opinion of the class teacher, the child is not mature enough to travel on the bus.

- (iv) change the existing routes during the school year to ensure that the route is optimized for safety and reduced journey time. Routes may be changed when new students request for the bus services or when students do not require bus services anymore.

Please ensure that you understand the above information on routings before registering your child for bus service at the school. Do speak with our Transport Office if you need assistance with your child/children's transport needs.

d) Enrollment

Enrollment in the bus service is only necessary once per Academic Year. Your enrollment will be automatically renewed every Semester.

If you intend to change your address, please let us know at least 2 weeks in advance so that we can check that the transport service can serve your new address.

To enroll, please complete the Transport Application Form and send it to the Transport Office. The form can be found on the school website or picked up from the Transport Office.

Please allow 2 working weeks between the date of submission and the start date of bus service. Late submission of the application form may result in students not being able to get on the bus on the desired date.

e) Fee Structure

The fees are payable per semester. Please refer to the bus fare schedule or approach the Transport Office for more information.

f) Payment

Payment is to be made directly to ComfortDelGro Bus Pte Ltd via PayNow by scanning the QR code provided in your Invoice. Families or companies paying by overseas wire transfer, or in foreign currency, will have to bear any banking and/or miscellaneous charges associated with this form of payment. Please contact us for information regarding payment questions, bank transfer information, etc.

g) Termination

If you would like to terminate the use of the school bus service, written notification must be received by the Transport Office **one month** in advance of the last day of service.

Where a child is withdrawn from the school and/or bus service, the parent/guardian is entitled to a refund of the balance of fare paid for the outstanding period based on the number of weeks remaining, provided that one month's notice is given. There is a non-refundable administrative fee of \$80 included in the rates annually that will cover insurance, technology and related administrative fees. No refund will be made if a child is suspended by the school temporarily.

h) Lost Property

Any items found on the bus will be returned to the Transport Office. If items are clearly labelled, they will be dispatched to the school office. All other items will be handed to Lost Property at the School's reception desk. Students are encouraged to look after their belongings. The Transport Office will not be held responsible for lost items.

i) Communication

We will endeavor to keep you informed of any transport issues. If there are significant delays in transport or in cases of emergencies, parent/guardian will be contacted by the follow methods:

- SMS Messaging to your registered mobile phone
- Personal contact via landline/mobile phone
- Via email
- Via Parent App (Login required)

Please ensure that your contact details are up to date. SMS messages will be sent to one parent's mobile number (only) as recorded on the Transport Office's database. You can check the contact details that the school holds for you and make any changes necessary via the online database.

j) Video and Music

We do not allow the screening of videos on any bus which may have a video/DVD machine. Music/videos are to be played on

personal devices only, and students must wear earphones to listen so as not to affect the concentration of our bus captains on the road.

k) Seating

As a rule, the youngest child(ren) is seated nearest to the Bus Attendant. This arrangement may be reviewed if an older child needs to be near the bus attendant for medical or behavioral reasons. Older children, especially secondary students, will be seated on a first come first served basis depending on the circumstances of the bus. Only the older students are allowed in the seating available at the very front of the bus, next to the driver.

4. Responsibilities of users of the transport service

All involved with the bus service have a duty to ensure that safety and efficiency are maintained while using this service. These expected responsibilities are detailed in the following paragraphs:

a) Parents' Responsibilities

Please inform the Transport Office if there is any change to your child's transport arrangements.

Communication is crucial to ensure trouble-free use of the bus service. If your child/children will not be using the bus service that they have been booked, please inform the Transport Office in person or by phone or email **one day ahead** of the day of change.

This will ensure other students and staff are not inconvenienced, and for safety reasons, we know where all our students are.

Parents should:

1. Ensure that your child/children are at the pick-up point at the designated time. Please note that a bus will wait **only one minute** after the designated time before moving on to the next pick-up point. We will not call you to check where your child is, and the school will not be responsible for subsequent travel to school.
2. Inform the Transport Office if your child will not be using the bus or if they have made any changes to their travel arrangements. For Primary School students you should also ensure that you notify the class teacher.
3. Ensure children are aware of appropriate behavior and the consequences of misbehavior while on the bus.
4. Ensure your child/children are aware that **they must always wear seatbelts when riding the bus.**
5. Ensure an adult is present to collect students **Grade 2 and below** from the bus at the end of the day. Parents/guardians are responsible for their children up to the time that the bus attendant helps the children onto the bus and from the time that the bus attendant releases them at their drop-off point. Parents are NOT permitted to ride on the school bus.
6. A change to pick-up and drop-off destination is possible but **requires 2 weeks' written notice**. When determining the change of drop-off or pick-up location, the Transport Office has the right to refuse a request if the destination is not within the transport area of service, if there is no seat availability on

the bus the student is transferring to or if the destination is not another student's house or educational institute.

b) Students' responsibilities

While using the transport service, students will be expected to adhere to the following "School Bus Rules":

RESPECT THE FEELINGS OF OTHERS AND THEIR RIGHT TO HAVE A SAFE, PLEASANT AND PEACEFUL JOURNEY.

We will arrive at the bus on time.
We will always wear properly adjusted seat belts.
We will talk quietly and politely to one another.
We will treat each other with respect.
We will show respect and listen to the Transport Staff.
We will keep the bus clean.
We won't keep everyone waiting or try to save seats that have been allocated.
We won't move about the bus or open the windows.
We won't shout, make loud noises or use bad language.
We won't tease or fight.
We won't be rude to the bus attendant or driver.
We won't throw things, spit or leave litter on the bus
We won't ask the driver to play our music.
We won't eat or drink on the bus, except for water.
We may only leave the bus at our designated stop.

Parents/guardians are reminded to inform the Transport Office regarding changes to their normal bus schedules to and from school. This would minimize any unnecessary delays etc.

To run an efficient service and show due consideration to others, these simple rules have been developed for all bus users:

Morning Bus Users

1. Please ensure that your child/children arrive for the bus ahead of time. In the morning, the bus will **wait 1 minute before departing without further warning**. The Transport Office will not call you up to remind you or provide a morning call.

Afternoon Bus Users

1. Please proceed to your bus immediately when your ECA is over. This would ensure the timely departure of the bus. You may have to make your way home if you are late and miss the bus.
2. Please let the Transport Office know if you are not taking the bus home after your ECA. For example, if you are travelling home with your parent/guardian or classmate's family, you need to let the Transport Office know for accurate attendance taking.
3. Please inform the Transport Office if you are not attending your ECA. This is because a seat would have been reserved for you to bring you home.

You are strongly requested to update the Transport Office regarding changes to your normal bus pattern. This would help the Transport Office manage the bus schedule to ensure all registered students are accounted for before the buses depart punctually for all students. Our Transport Office practices the "3 Strikes Policy". Students who persistently omit to inform the Transport Office of changes to their bus requirement would be given a written warning by the Transport Office. **After 3 such warnings, your child/children may be suspended from the school transport**

service. Parents/guardians will need to make alternative transportation arrangements.

3 Strikes Policy

The Transport Office has in place the 3 strikes policy to address behavioural matters related to students taking the buses. This policy comprises pre-worded letters that are issued by the Transport Office when requested by the school. After 3 written warnings, students would be removed from the bus service for a period to be determined by the school. Certain offences or behavior could lead to instant suspension from the bus service.

If a bus is damaged due to the misbehavior of the student, the student's parent/guardian will be expected to pay for any repairs.

Reporting/Referral System

The Transport Office has adopted a Reporting/Referral System to help ensure each student is transported safely and punctually. If a student does not abide by the Bus Rules despite counselling and issuance of verbal warning by the Transport Office, a written report will be submitted to the school.

These reports will be sent to relevant Principals daily. The respective Principals will discuss this matter with the students, and a copy of the report will be sent home for parent/guardian's records. The school would apprise the Transport Office of the recommended course of action as guided by the 3 Strikes Policy.

c) Teachers' responsibilities

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

1. Teachers will ensure that students are let out of classes in time to catch their buses home.
2. NS, PK, JK and SK staff will accompany them to the bus attendant at the end of each school day.
3. Action will be taken on receipt of a behavioral complaint from the Transport Office.
4. In the event of any delay to a student under their supervision, teachers will inform the Transport Office.

d) Bus attendants' responsibilities

A Bus Attendant will travel on every bus where children move from home to school or school to home. A Bus Attendant's role is to supervise the safety and general welfare of students. The key roles of the Bus Attendant would cover:

1. Supervise well-being and safety of all students on the bus.
2. Report any misbehavior of students to the Transport Office.
3. Any Bus Attendant who is found behaving dishonestly or irresponsibly may have their services terminated after proper investigation.

Security

1. Bus Attendants must not open the door to speak with unauthorized people or allow such individual(s) to board the bus.
2. Bus Attendants must immediately report to the driver any suspicious vehicle following the bus.

Accident and Emergency Procedures

1. Bus Attendants are instructed to remain calm, and check that the Bus Driver and students are safe and unhurt.
2. Bus Attendants must contact the Transport Office and call the police and/or an ambulance if necessary.
3. Bus Attendants must not leave the students unattended.

Administration

1. Bus Attendants must not leave the bus until their duty is completed.
2. Bus Attendants must report to the bus driver and/or Transport Office if they feel unwell.
3. Bus Attendants must check that the correct Bus Number Signage is properly displayed and visible on the front, side and rear windows of the bus.
4. Bus Attendants must check that all seatbelts on the bus are working. Seats with faulty seatbelts will be crossed out and no students will be permitted to sit until the seatbelt is repaired.

On the Bus

1. Bus Attendants must ensure that students are always wearing their seatbelts.
2. Bus Attendants must never be drawn into any argument with or respond physically to students.

3. Bus Attendants must not discipline any students and must avoid physical contact with students.
4. Bus Attendants must not give food, drinks etc. to students.

On the Road

1. Bus Attendants must ensure that students board and alight the bus safely.
2. Bus Attendants must contact the Transport Office if an adult is not present to meet a NS, PK, JK or SK student at the drop-off point and keep the student on the bus.
3. Bus Attendants must not leave a student who is Grade 2 and below, at a drop-off point alone.

e) Bus Drivers' Responsibilities

1. To transport all students to their destinations safely.
2. Bus Drivers found behaving dishonestly or irresponsibly may have their services terminated after due investigation.

Security

1. Bus Drivers must not open the door to speak with unauthorized people or allow unauthorized people to board the bus.
2. Bus Drivers must immediately report to the Transport Office of any suspicious vehicle following the bus.

Accident and Emergency Procedures

1. Drivers are instructed to remain calm, check that the Bus Attendant and students are safe and unhurt
2. Drivers must contact the Transport Office, and call police and/or ambulance if necessary.

3. Drivers must not leave the bus/students unattended at all times.

Vehicle Maintenance

1. Bus Drivers must ensure the bus is clean and in good working condition before every bus trip.
2. Bus Drivers must have a communication device, first-aid kit, and fire extinguisher on board.

On the Road

1. Bus Drivers must never drive the bus if they are tired or unwell.
2. Bus Drivers must wear proper covered footwear. No sandals/bare feet are permitted.
3. Bus Drivers must notify the Transport Office if the Bus Attendant is not on board the bus.
4. Bus Drivers must always drive defensively, adhere to the speed limits, and obey all traffic rules.
5. Bus Drivers must ensure the bus number is displayed and visible.
6. Bus Drivers are required to wait for one minute after the assigned pick-up time before moving on.
7. Bus Drivers must contact the Transport Office if a student is not at his/her pick-up point.

On the Bus

1. Bus Drivers must contact the Transport Office if an adult is not present to meet a student that is Grade 2 and below at the drop-off point. The student must be kept on the bus.

2. Bus Drivers must not leave a student that is Grade 2 and younger at a drop-off point without the presence of an authorized adult to pick up the child.
3. Bus Drivers must check with the Bus Attendant that all students are seated with their seat belts fastened before the bus moves off.
4. Bus Drivers must not discipline any students who are misbehaving and focus on driving safely.
5. Bus Drivers must avoid physical contact with students.
6. Bus Drivers must not give food, sweets, drinks etc. to students.
7. Bus Drivers must not stop the bus at any unofficial stops to meet students, teachers or parents' special requests.

On School Premises and In the Bus Bay

1. Bus Drivers must observe the speed limit on school campus.
2. Bus Drivers must not smoke on school campus or while students are on board the bus.

We expect all Bus Drivers to drive according to the rules of the road and 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 CIS Transport Office immediately.

5. CDGB Policies – Quick Reference

a) Automated Messages – SMS

Automated Messages (SMS) are used to send quick messages to convey immediate information to parent/guardian and WhatsApp School Administration in respective WhatsApp Chatgroups.

Policy

Automated Messages (SMS) will be used if the bus is more than 5 minutes behind schedule, bus breakdowns or any other circumstances to send information to parent/guardian quickly.

b) Change of Address

A Change of Address is when a family moves from one location to another location where they will reside on a permanent basis for our transportation service.

Policy

Two weeks' written notice of any change of address must be received from the relocating family before initiating this process.

c) Changes to bus timings/locations

Policy

Changes to Bus Timings or pick-up and drop-off locations are only implemented for improvements to service which the transport office deems necessary. Improvement to the service for the enhancement of students' journeys can be made at the request of parent/guardian. However, CDGB reserves the right to stipulate conditions as needed where changes may affect the operation. Parent/guardian will be asked to sign a consent form before any changes are made.

d) Cross-transfers

A cross-transfer is a request for one registered bus rider to take a different bus to a different location, than their assigned bus and assigned location (subject to school's approval).

Policy

For situations where parent/guardian must be away from the country, and if capacity permits, we will decide for students to take a different bus to a different location. However, changes are made at the sole discretion of the Transport Office, and priority assignment of seats is given to the riders on their regular buses.

Therefore, families with children who require switching buses must apply and seek approval from the Transport Office before doing so.

e) Different pick-up and drop-off points

There may be cases when a parent/guardian requests for a regular drop-off location that is different from the regular pick-up location.

Policy

For situations where parent/guardian would like to have different regular pick up and regular drop off locations, they will not fall under the category of regular 2-way service. While this type of service is not advisable due to safety and logistical reasons, parent/guardian may write in to request for this type of service. The charges will be based on two 1-way charges and parent/guardian may receive two invoices instead of one.

f) Exchange Students

Exchange students are those from other countries who come to CIS for sporting or academic events.

Policy

Exchange students are not eligible to be registered as bus riders as they are not fully enrolled students of CIS and therefore are not registered as such with the Singapore

Ministry of Education. Under no circumstances are they permitted to ride any of our buses.

g) Incident Reports

Incidents comprise accidents, near misses, breakdowns, major delays, etc.

Policy

All Incidents must be fully recorded in an Incident Report and an Incident Follow-up Report where necessary. The Report must be signed and dated, forwarded to relevant parties and filed in the appropriate file.

h) Standby bus

A Standby Bus is a vehicle reserved for deployment during an emergency when the regular assigned bus cannot be used for whatever reason.

Policy

A Standby Bus must be “on-call” every morning and at each of the afternoon dismissal times and is only deployed in an emergency. This Standby Bus should meet all our requirements regarding seatbelts, maintenance, qualified bus driver and bus attendant. The Standby Bus Crew must

be issued with a copy of the route and Student List wherever possible.

i) Student registration

The Student Registration Form together with the Indemnity and Waiver Form, Bus Rules, Parent/Guardian Information, 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.

Policy

Any student requiring transportation to and/or from their residential address and CIS is eligible for Registration. These students must be fully enrolled students of CIS and registered as such with the Singapore Ministry of Education.

j) Visiting Students

Sometimes families visit students from other countries and ask for them to ride to school with their own children.

Policy

Visiting Students are not eligible to be registered as bus riders as they are not fully enrolled students of CIS and therefore are not registered as such with the Singapore

Ministry of Education. Under no circumstances are they permitted to ride any of our buses.

k) Registering your concerns

Sometimes families need to register their concerns over the bus routes or behavioral problems on the bus.

Policy

We will respond to all calls and emails within **3 business days**. If there is a need to involve the school principals due to behavioural concerns, we may need up to **5 business days** to resolve the matter. If the concerns require the bus route to be reviewed, we will respond within **7 business days**. Our team of route managers and the bus drivers concerned will work to ensure the concerns are carefully addressed. Changes in routes can have a domino effect on the bus routes in the surrounding areas. We will need time to ensure that all families affected are informed before any route changes are implemented.

l) Bus arrival time

Sometimes families have concerns about the bus arrival time at the school or their home.

Policy

Our Operation Executives are the timekeepers. The arrival time at school of all buses is noted down daily. In addition, bus drivers are only permitted to depart one minute after the scheduled pick-up time after they have communicated with the Transport Office.

6. Frequently Asked Questions



Application Procedure:

Q1: How do I register for bus service?

A1: Please complete the Transport Application Packet and email it to us at cis@comfortdelgrobus.com.sg. You can download the form from the school website or contact us and we will send you a copy of the application packet.

Q2: How soon can my child be on the bus after my registration is sent in?

A2: Acceptance of application depends on a variety of factors like coverage and eligibility of the child to be on school buses. If all terms are met, then we expect but do not commit that an average of two working weeks will be needed for the child to be allocated a

seat on the bus. The time is needed for us to make changes to our routes and to inform families affected by such changes. In certain situations, we may even need to add an additional bus to accommodate new applicants. In cases where there is spare capacity on our buses, your child/children will be accepted immediately. Late submission of the request form may result in students not being able to get on the bus on the desired date.

Q3: What documents do I need for registration?

A3: We will only need a completed registration form.

Q4: Who is eligible for bus service?

A4: All children who are accepted for enrolment into the school are eligible to register for bus service. However, due to constraints of required skills, we are currently unable to service children with a disability or who may require specialised handling and attention. For more details, please contact us personally.

Q5: Which area of Singapore is covered by transport services?

A5: Our policy is to provide transport service as soon as possible to every family that requires it. In very distant areas from the school, or low-density areas, we may not be able to provide transportation due to long journey times or low ridership.

Q6: How and when will I know the bus information like pick-up time and pick-up location?

A6: When the information is available, you will be notified by Email/SMS to log-in to our Parent App to check your family information and bus details. For the start of each academic year, routing and estimated timings for buses are only finalised about 1 week before the first day of school. This is to allow us to cater for applicants that have just arrived in Singapore, which is a common feature of expatriate schools. However, bus information is still subject to change up to the first day of school and families will be duly notified about any necessary changes. We encourage parent/guardian to log-in two days before the school start to check any bus changes.



Travelling on our buses:

Q1: Why can't my children have fixed bus timings or be served by fixed bus sizes?

A1: Bus sizes and pick-up and drop-off timings are dependent on the composition of families served by the bus. This changes as new families apply for transport service or when families move from one place to another. As a result, bus sizes and timings are adjusted accordingly. We will strive to minimize the impact of such changes by considering the previous timings that families are used to.

Q2: Why is it that when my children are picked up first, they are not dropped-off first?

A2: At present, there is no queuing policy of First-In-First-Out (FIFO) or Last-In-First-Out (LIFO) in practice. Pick-up or drop-off positions are solely dependent on the route travelled. There are two factors at play:

1. Singapore roads are not all bi-directional. The roads for travel to-school and from-school may vary.
 2. The different dismissal times and composition of children necessitates that the afternoon routes differ from the morning routes. Hence, you may find that your children take different buses in the mornings and afternoons. Students of all grades ride to school together in the morning.
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Q3: Why is it that my child is not the last to be picked up though my address is the nearest to school?

A3: As per Q1 and Q2 above, bus timings are subject to the composition of families served by that particular bus. It is not practical to have pick-up and drop-off positions dependent on the distance of the place of residence from the school. Travel routes and road conditions must be considered. To balance the varied interests of the many families served by a particular bus, we do not implement any queuing system or fix bus positions just by distance.

Q4: Why is the bus taking a longer journey time than if I travel by car?

A4: 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. Buses are also less manoeuvrable and should not (for safety reasons) swerve in-and-out of traffic and change lanes at will like a car. Moreover, the time taken for embarkation and disembarkation of the children at the various locations will add to the overall journey time of the bus. Hence, there is no equitable comparison with cars or taxis which provide doorstep and point-to-point transport service.

Q5: Why can't the bus come into the condominium compound or to the front gate of my house?

A5: As a rule, for private condominiums all buses do their pick-up and drop-offs at the guardhouse or gate barrier. Due to the journey time and cost considerations, our buses are not able to provide 'doorstep-service' like a taxi. Certain condominiums and private housing estates have narrow roads that prevent our larger buses from going nearer to the residential block or house. During rainy weather, our drivers have been instructed to do their pick-ups and drop-offs at a sheltered area provided it is safe to do so.

Q6: Why is my child's bus journey time so long?

A6: Journey times are measured from the time the child alights the bus to the time that he/she disembarks at the school or home. On average, most children experience journey times within the constraints and service levels determined by each school's governing contract with us. A common misunderstanding of families is to measure journey times with respect to the first bell or dismissal bell of the school.

In the morning, buses arrive in school about 5 to 25 minutes before the first bell. Depending on the size of the frontage of the school, it may not be practical to have all the buses arrive at the same time, which may lead to traffic congestion.

In the afternoons, buses only leave the school gates 15 to 20 minutes after the dismissal bell to allow the children sufficient time to board the buses. In certain situations, some buses may even be held back to resolve discipline problems or other cases.

For families that stay further away or are in areas without a critical mass of bus riders, we are committed to provide transportation coverage for them within reason. These families may then have to have longer journey times than average.

Q7: How much notice is needed when I intend to change my place of residence or when I am a new applicant for transport service?

A7: We require a minimum notice of **two weeks** for us to plan and arrange for transportation service. The notice given must include the actual start date or date of move and the address information. Also, families that intend to change their transportation pattern should inform the transport office as early as possible.

Q8: *Who will take care of my children while they are on the bus?*

A8: During travel to and from school, there will be a bus attendant on board each bus to supervise the students. They are our eyes and ears during the bus journey, and their primary duty is to maintain discipline on the bus and to ensure that the children behave in a safe manner. We would appreciate if parent/guardian counsel their children on the bus rules so that each rider may have a pleasant ride.

Q9: *Am I allowed to put my child on a different bus for a stay-over at a friend's place?*

A9: As a rule, we do not allow children to take different buses from their regular assigned buses. For situations where parents must be away from home, and if capacity permits, we will decide for the child to take a different bus. However, priority assignment of seats is still given for the riders on their regular buses. Therefore, families with children who require switching bus must apply and seek approval from the transport office before doing so.

Q10: *What decides the size of buses used for transport service?*

A10: Bus sizes are decided depending on a few factors, which include:

- Number of children taking the service in a particular area.
- Journey times.
- Width of service roads leading to the residence with respect to bus sizes.

It is not economically viable or practical to have all small buses or all big buses serving the school. To accommodate new families who apply for bus service, and those that change their residential address, we may, periodically, require changing the bus serving you in terms of its size and its timings.

Q11: *Why are buses late at times?*

A11: Late buses are due to a variety of reasons. They include traffic congestion, parent/guardian arriving late to receive their children at the designated pick-up point, bus breakdowns, etc. In the interest of better customer service, we will call to inform families about late bus arrivals whenever possible. Families who require quicker information may contact us.

Q12: *Are your buses fitted with seat belts?*

A12: Yes, all our buses are fitted with 3-Point seat belts.

Q13: *Will the bus wait for us if we are late?*

A13: Buses will only wait for about a minute in the mornings before driving off. This is to avoid unnecessary delays for other passengers and for the bus to arrive at school on time. For the ride home, young children must be received by an adult. Otherwise, they will be sent back to school to wait for the parent/guardian to pick them up. Additional administrative cost may be imposed. This is to ensure that proper supervision is available for the younger children.

Q14: *What insurance coverage is provided for my child?*

A14: Singapore law requires each bus to maintain a Third-Party Vehicle Insurance coverage. No vehicle is permitted on the road without having purchased this insurance.

Q15: *How do we know that the buses are safe for our children?*

A15: Regular inspections are done by the company. Inspection of seat belts, first aid kits, fire extinguishers and cleanliness are made to ensure the safety of the children. Every bus will be inspected annually by authorised inspection centres to certify its

roadworthiness. Our buses are sent to the inspection centres based on prevailing regulatory requirements.

Q16: *How do you ensure that my children get on the right bus?*

A16: At the beginning of every school year, such information will also be given to families through the Email or SMS, and we will also be sharing the same information with the respective schools as well. For future changes to bus assignments, notification will be made by phone, e-mails, SMS, or a combination of each. A bus assignment will be sent to the respective schools on the day of change. Bus attendants will check their name list and if any student boarded the wrong bus, she would notify the Transport Office.

Q17: *Are there assigned seats?*

A17: At present, we do not assign seats. Seats are taken up on a first-come-first-serve basis. However, younger children will be given priority to sit at the front of the bus so that they may be more effectively monitored by the bus crew. Please help to educate your child to sit at the back if they are the first to board the bus or if they are alighting last. This will then help to expedite boarding and disembarking for the rest. Also, school bags should be placed below the seats and not on the seats.

Q18: *Where are the pick-up and drop-off points?*

A18: For condominiums, the pick-up and drop-off point is usually at the security guardhouse of the condominium. For landed houses, provided that the access road is suitable for the bus serving you, the pick-up point should be at the front of the house. Where roads are narrow, you may be required to walk your child to the nearest suitable bus stopping area.



Bus Fares and Modes of Payment:

Q1: *How do I determine the bus fare for my child?*

A1: The bus fare is determined by the governing transport contract between the school and our company. Please contact the Transport Office for any assistance required to understand your fare payable.

Q2: *What modes of payment do you accept?*

A2: We currently provide payment via PayNow QR code. You would be able to find the QR code for payment on your invoice.

Q3: *My Company is paying for the bus fare. How do I arrange for the invoice to be sent to my company?*

A3: Please indicate on the registration form that your company is paying so that we can invoice correctly. We need your assistance to provide all relevant details on the form. This will be taken as the

standing instruction until notified otherwise in writing by the family

Q4: *Are there any discounts for families with more than one child requiring bus service?*

A4: Each child occupies a seat according to the terms of the school contract with us. Therefore, we are unable to provide discounts for families with more than one child.

Q5: *When should payment be made?*

A5: Payment should be made by the due date as stated on the invoice. We reserve the right to impose late charges or discontinue transport service to families that do not make payment. Families who require special consideration should contact us in writing stating the reasons for extending the due date for payment.

Q6: *Can I make payment by cash?*

A6: No, we only accept cashless payment methods.

Q7: *I would like to pay by GIRO. How can I do so?*

A7: We request all payments via PayNow by scanning the QR code on your invoice.



Cancelation/Withdrawal Procedure:

Q1: *How do I withdraw from bus service?*

A1: You are required to notify the Transport Office via email at least one month in advance of the withdrawal date. Please approach our Transport Office for assistance.

Q2: *Is there any refund?*

A2: Parent/Guardian would be entitled to a refund of the balance of fare paid for the outstanding period based on the number of weeks remaining, provided that one month's notice is given. Please note that there is a non-refundable administrative fee of \$80 included in the rates annually.

Q3: *Are there any cancellation charge?*

A3: Parent/guardian is requested to provide at least 1 month notice for any cancellation of service. There will be no cancellation charges if the Transport Office is given this notice. Kindly be reminded that the \$80 administrative fee is non-refundable.

7. Our Commitment

Safety: All our buses are inspected at LTA-approved inspection centres at least once a year (as per LTA's requirements).

Comfort: Our bus crew clean the school buses at the end of each school day. Bus journey time is capped at 65 minutes for families residing in the usual districts. Smaller vehicles are used in low density districts and districts further from school to minimize travelling time.

Bus attendant: A bus attendant will travel on the bus to supervise the safety and behaviour of students. The bus attendant will provide the necessary assistance to their passenger where needed.

GPS Tracking: We track our buses to enable us to respond immediately towards any emergencies, delay due to traffic conditions and to encourage safe driving habits.

Training: We conduct trainings regularly for our bus crews during each school breaks. We will mainly focus on bus safety and child safeguarding policies.

CRM: Our experienced staff are trained to serve our customers with integrity and compassion. We aim to respond to general queries within 3 business days. Routes concerns may take longer to rectify as there may be a need to test new routes and explain changes to current families who may be affected in the event of changes to existing routes.

8. Extracurricular Activity (ECA) bus routes

You must register your child/children with CIS Transport Office @ (65) 6258 0219 if they need to ride the ECA bus.

9. Contact information

To notify us of any changes or in an emergency, you can contact the Transport Office:

CIS Transport Office

Office no : (+65) 6258 0219

Email : cis@comfortdelgrobus.com.sg

Office Hours

Mondays to Fridays : 08:00am to 05.00pm

Lunch Break : 12:00pm to 01:30pm

During the School holidays, our office hours may be irregular, but all phone-messages, faxes, and e-mails will be attended to as soon as possible.

Address

Canadian International School

c/o Bus Transport Office

7 Jurong West Street 41 Singapore 649414

(v. June 2025)