



# **School Bus Handbook 2017 - 2018**

Welcome to The British School Manila school bus service operated by T- Shuttle Services, Inc. (TSSI).

TSSI is a corporation duly organised in 1999 to provide shuttle transport services to employees of exporting companies and lately, school bus services for students.

TSSI is an accredited school bus franchise by the Land Transportation Franchising and Regulatory Board (LTFRB) and is fully compliant with all regulations. TSSI has been awarded Certificates of Recognition by the companies they have catered to for their quality of service.

The drivers and chaperones assigned to BSM are carefully chosen and properly trained to ensure that they meet the School's and the parents' expectations.

In our efforts to provide all riders with a safe, reliable and comfortable school bus service, it is important that all parties cooperate and abide by the guidelines in this handbook.

We look forward to working with you in providing the best school bus service to the BSM community.

## **T- SHUTTLE SERVICES, INC.**

## BUS REGISTRATION

- É Parents must complete and sign the T- Shuttle School Bus Service Agreement for their child/ren at the Bus Office on Level 0.
- É Early registration is recommended to ensure seat/s is/are available for your child/ren and will enable the bus supervisor to plan the routes effectively. There are also discount schemes available for early payments.
- É It may not be possible for the bus company to provide a door-to-door service for some out-of-the way areas. However, an alternate pick up/drop off location may be arranged with the bus supervisor.
- É The School will publish the new bus fees for the following year in the Family Portal prior to the end of the school year and parents must sign a new Agreement each year.
- É Bus riders must be duly registered at the Bus Office. 'Guest riders' are not allowed as these could inconvenience registered bus riders.
- É The bus company is under no obligation to provide service for a student unless the bus fee has been paid.
- É Any change in the student/s' schedule, i.e. if the student is absent, was dismissed or sent home early, out on school trips, etc. must be advised to the chaperone.
- É The bus supervisor must be notified of any changes in addresses and phone numbers immediately by email to ensure up-to-date records of your child/ren are on file.



Bus Supervisor : Nely Legaspi or Mabel Duldulao  
Telephone : +63 2 860 4800 Local 1118  
Mobile : 0917-823-6006 / 0917-526-2949  
E-mail : [busoffice@britishschoolmanila.org](mailto:busoffice@britishschoolmanila.org)

## **STUDENT CONDUCT WHILST ON THE BUS**

- É Nuts and nut derivatives are not allowed on the bus. Other snacks may be eaten on the bus but without the use of utensils as these may cause injuries if/when the vehicle makes a sudden stop. It is requested that beverage is taken with care to avoid spills on the upholstered seats. All trash must be properly disposed in the bin provided.
- É Bullying, teasing, obscene gestures, physical displays of affection, profanity, abusive language, excessive noise and all inappropriate behaviour will not be tolerated and will be subject to disciplinary action by the School.
- É Seatbelts must be buckled at all times whilst on the bus and must remain so for the duration of the trip. Standing whilst the bus is in motion is strictly prohibited.
- É Keep the aisle free from obstruction at all times. Personal possessions must be kept on student's lap or in the overhead compartment and not on the seats nor the aisle.
- É Do not throw objects or behave in such a way which might distract the driver.
- É Students should not tamper with the emergency door, fire extinguisher, or other safety equipment on the bus. Students responsible for any damage, defacing of personal or bus property, will be required to pay for damages and will be subject to disciplinary action by the School.
- É TV, DVD, radio on the bus may not be used by the students. Cassette players or radios may not be played on the buses.
- É Disrespectful actions towards other students and the school bus staff will not be tolerated; and will be subject to disciplinary action by the School.

## STUDENT CONDUCT WHILST GETTING ON AND OFF THE BUS

### Getting on the bus

Please be ready 5 minutes before your scheduled pick up time. Do not run to the bus. Wait until the bus has come to a complete stop and has parked properly before approaching it. Board the bus in an orderly manner, proceed to your seat immediately and buckle your seatbelt. Keep the aisle clear and free from obstruction for a safe and efficient boarding process. The bus will wait for a maximum of 2 minutes at each stop and will leave students who are late so as not to inconvenience others. In this case it is then the parent/s' responsibility to arrange alternative transport to School.

### Getting off the bus

Unbuckle your seatbelt once the bus has come to a complete stop at your drop off point. Collect your bag/s and check that you have all your belongings with you. Please disembark in an orderly manner. Pushing and shoving will not be allowed.



Any deviation from the agreed pick up and drop off arrangements will not be allowed. Unless a written request of temporary or new arrangement/s are requested by parents in advance.

## BUS DEPARTURE TIMES FROM SCHOOL

The buses leave from the Level 1 ramp at 2:40pm and 4:00pm after After - School Activities (ASAs) daily. Students are expected to proceed to their designated buses 5 minutes prior for an on-time departure. It is not the chaperones' responsibility to look for students when they are not on the bus at the designated departure times. In cases where the student/s is/are not at his/her designated vehicle during the departure times, it is the parent/s' responsibility to arrange pick up for their child/ren from School.



Repeated inappropriate behaviour and violation of these guidelines will be subject to disciplinary action by the School and may result in permanent exclusion from using the School bus service.

## **GUIDELINES AND PROCEDURES**

### Confidentiality of Information

- É Student/s information may not be disclosed to anyone.

### Use of Mobile Phones/Devices

- É Drivers are not allowed to use mobile phones and devices, headphones or earphones whilst driving. The point of contact for parents is always the chaperone and not the drivers. Chaperones must ensure that they have all their riders' parents' contact numbers, that their mobile phones are fully charged daily, all text messages from parents are replied to promptly and that there is sufficient credit in their accounts and to inform the bus supervisor immediately when balance is low.

### Medical Kit, Emergency Equipment

- É Chaperones must complete and submit the equipment checklist to the bus supervisor at the end of the week so that items that were used can be replenished.

### Seatbelts

- É All seats are required to be equipped with individual functioning seatbelts. Chaperones are to regularly check that students have their seatbelts on throughout the journey and those who violate this important safety guideline must be reported to the School.

### Lost and Found

- É Items that are left inside the bus at the end of the day may be claimed from the bus office the following school day.

### Seating

- É Students are not allowed to occupy the seat next to the door. For those who use vans, only senior students are allowed to sit in front, next to the driver.

### Windows and Doors

- É All windows must be closed and doors locked prior to departure. Only the front door of the buses is opened and only upon reaching the drop off point. The doors must never be opened to allow anyone else on the bus at any time whilst in transit.

### Driving

- É The maximum speed limit is 60 mph during normal conditions. Extra caution is necessary during inclement weather.

## Cleanliness

- É The buses undergo regular maintenance and thorough cleaning to ensure efficiency and sanitation.

## Routes

- É These are planned by the bus supervisor based on registered riders prior to the start of term. Established routes may not be changed without approval from the bus supervisor prior to implementation. Drivers must follow the bus supervisor/s' instructions and may not deviate from established routes unless absolutely necessary. In the event that the bus route/s must be changed due to extreme and/or traffic conditions (flooding, road closure, road blocking, etc.) the chaperone/s must inform the parents and the bus supervisor.

## Reporting of Incidents

- É Any incidents relating to student that occur on the bus must be reported to the School's Student Services and Operations Manager as soon as possible after the incident for appropriate action by the School.

## On board video recording

- É All buses are equipped with Vehicle DVR cameras. Video files are downloaded daily during operation days and kept for 2 weeks.

## **PAYMENT INFORMATION AND GUIDELINES ON OUTSTANDING ACCOUNTS**

- É Please pay your bus fees on time.
- É A 5% surcharge will be assessed per month on outstanding accounts until the balance is fully paid
- É Students with overdue accounts will not be allowed to use the bus service until outstanding accounts are settled with the bus office.
- É The bus fees are non-transferrable, non-refundable in case of cancellation of classes, and shall not be pro-rated for partial use.
- É It is the parent/s' responsibility to ensure that the bus fees are settled with the bus office regardless whether the school tuition fees are company paid.

