



Bangkok Patana School
The British International School in Thailand
Established 1957

**A Guide to School Transport Services
2009-2010**



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Contact Information

For information, to notify us of any changes or in an emergency, you can contact the Transport Office at the front of school or the following contact information:

School Numbers

Tel: (02) 398 0200 ext. 155 , 170, 185, 209

Fax: (02) 399 3179

Email: transport@patana.ac.th

Opening Hours: 06:00 – 18:00 - Monday - Friday

For any queries about the service or to make a suggestion or pass comment, please contact:

Khun Nor (Krittaporn Buranawat) – Transport Manager
(krbu@patana.ac.th)

CONTACT NUMBERS AFTER OFFICE HOURS (EMERGENCY ONLY)

Khun Nor – 081 802 5284

Steve Roberts– 087 928 2030

We expect all drivers to drive according to the rules of the road and drive carefully and sensibly. All Patana buses can be identified by a green number of the back of the vehicle. If a school bus is observed driving or operating dangerously, this number should be reported to the Transport Manager immediately.

**Common problems that impact on the Transport Service:
please help us to avoid following**

- Students miss their afternoon bus because they spend time after their class or ECA at the snack bar, library, or school shop etc.
- Students are picked up by their parents or guardian without informing the transport office.
- Students below Year 11 request a bus change without parental permission.
- Students with parental permission submit a request to change transport just prior to their scheduled bus departure time.
- Children are picked up by parents on completion of special events such as swimming galas, school productions or parent consultation, without notifying the transport department.
- Parents request a change in the child's home destination and there is no person waiting at the new destination for their child.

**Your cooperation is much appreciated
Thank you**

Introduction

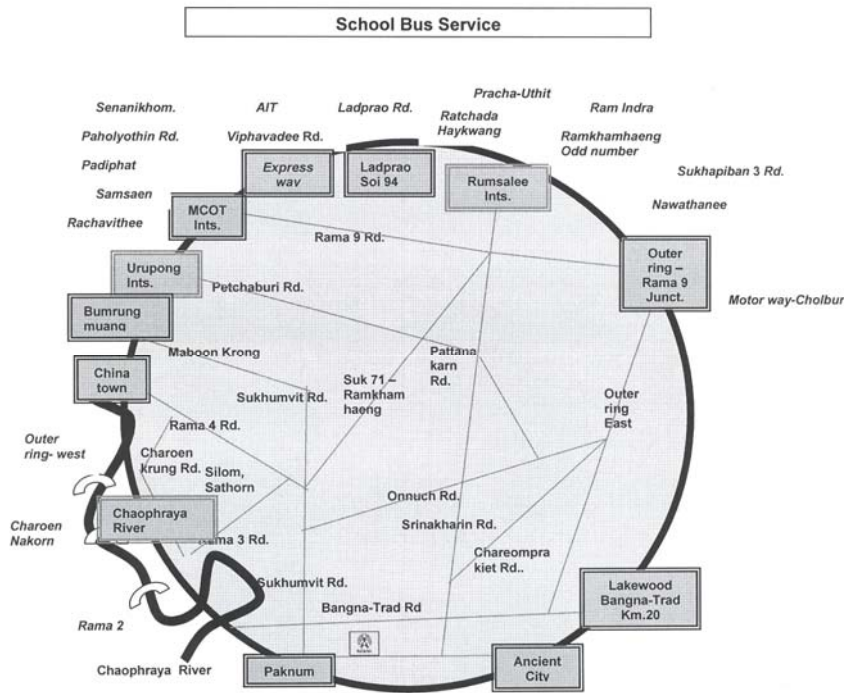
The school bus service exists to get students to and from home and school safely and securely. We operate over 300 buses for around 1450 students every school day.

This booklet is designed to give parents comprehensive information on the services provided by the Patana Transport Department.

In addition to more general information, this booklet gives details of the terms and conditions of our service and outlines the responsibilities and expectations of all those involved in the service. Please read these sections and make sure that you and your child/children are aware of the rules and guidelines that they are expected to follow.

In the final section contact and emergency telephone numbers are clearly listed. Please make sure that you have these numbers available for easy access when required.

Along with the Transport Manager, Khun Nor (krbu@patana.ac.th), our aim is to ensure that the safety of the students and the efficient running of the service are given the highest priority. The Transport Staff understand the importance of a safe, prompt service and hope to continue to achieve these goals. Any concerns or comments that you may have will be received and dealt with quickly and efficiently. Please do not hesitate to get in touch if we can be of any assistance.



Zone 1			Zone 2		
Direction	onward	Boundary			
Sukhumvit Rd	Sukhumvit – Ploenchit-Siam square	Bumrung Muang	- Ladprao Rd. (excepted Ladprao 94)		
Rama 3 Rd.	Along Rama 3 connect to Charoen krung Rd.	Chao Phraya river	- AIT, Vipavadee Rd. Phaholyothin Rd., soi Langnum, Rachavithe, Samsen, Mooban Piboonwattana, Padipat		
Rama 4 Rd.	Along Rama 4 road, off to Sathorn, Silom	China town	- Outerring (East) further to Motorway off to chonburi , Senanikhom, Ram Indra		
New Petchaburi Rd.	Along Petchaburi road included Soi Soonvijai	Urupon intersection	- Rachavithe, Samsaen, Padipat, Bangsue (Victory monument)		
Rama 9 Rd	Along Rama 9 rd.	MCOT intersection – a start of Motorway	- Across Chao Phaya River to Thonburi, Charoen nakorn, Kullaprapruk, Outer ring (West)		
Srinakarln Rd		Rumsalee intersection	- From MCOT intersection to Dindaeng junctions. Rachada, Huaykwang, Pracha-Uthit		
Bangna-Trad Rd	Bangna-trad. Huoachew Uni.	Lake wood Km.20	- Ramkhamhaeng odd number soi, Soi Mahadthai Sukhapiban 3,		
			- Rama 2 (Chi-cha)		

Boundary
 Zone 1
 Zone 2

All these services are subject to space and routing availability.

5. **Seating:** No student is allowed to sit in the front seat next to the driver unless an order has been written in the bus book. Should a situation occur whereby an extra student has been added to the bus by special request, notify the transport department before leaving.

In case of an accident/breakdown:

1. Ensure that all students are unharmed. If there seems to have been an injury, call for immediate medical attention and ensure that he/she is not left alone.
2. If necessary, take the children off the bus and keep them in a group in a safe area.
3. Telephone the Transport Office immediately.

Drivers' Responsibilities

Mechanical

Ensure that all minibuses must have regular mechanical checks. Should the schools' independent mechanics find any faults; the bus will be taken off the routing until such time that the standard required is met.

Equipment

Drivers must provide for each bus:

- Mobile phones – batteries must be charged at all times and the telephone must be switched on during school time.
- Drinking water
- First Aid Kit
- Fire Extinguisher

Cleanliness

Ensure that the bus is always clean.

Safety

Drivers must drive with care and keep with the traffic flow and ensure they are correctly registered at transport authority to have the right to transport children.

From School:

1. Check that all children registered as using the service are on the minibus.
2. Report to the supervisor any missing or extra children. **No bus is to leave the school if there are any changes other than those that have been ordered.**
3. Check that all children are wearing their seatbelts and all seats are upright. **The bus is not to depart until seatbelts are secured.**
4. Monitor the driver for safety and speed. Report dangerous behaviour.
5. Ensure that the children are properly seated in their seats.
6. On arrival at each destination, ensure that younger children are met by parent or responsible adult. If there is a problem, the following steps are to be taken:

At drop off location– if no one is available to collect child (Nursery to Y2 children), telephone the Transport Office for instructions.

At an apartment – ask the reception to telephone the apartment. If there is no answer, telephone the Transport Office for instructions.

7. After the last student has been sent home, check that there are no students remaining on the bus. The left item on the bus will be returned to students via Transport Office. The bus will not run back to student's house.
8. Fill in daily routing report and hand in to the Transport Office.

During the Journey**Monitors must oversee:**

1. The safety and speed of drivers.
2. Ensuring that all students are sitting in their seats with their seatbelts secured.
3. **Behaviour of students:** If a student will not listen to instructions, they will implement the **bus warning** system or request that the driver parks the bus in a safe area and telephone the Transport Office for assistance.
4. **Toilet Issues:** Should a child need to go to the toilet, instructs the driver to stop at the nearest petrol station and escort the child to the toilet. Telephone the Transport Office to report.

Welcome to the Transport Service

The Transport Department is run entirely by the school. In past years, contract companies were hired but Patana established its own Transport Department in 1993 to ensure that appropriate standards of buses and safety standards could be consistently met and we could control the level of service provided.

The School hires private minibuses, in the most part owned by the drivers, to run on a yearly contract with the School. We hire mini-buses that are in good and safe running order and maintained to the high standards expected by our parents and the school. Each bus journey is supervised by a bus monitor.

The Transport Department is able to provide the following services:

- Round Trip (home to school to home)
- Morning Trip (home to school)
- Afternoon Trip (school to home)
- Special round or single trips upon request (also available to those not normally enrolled in the Transport service)

Morning pick up time is designated to an appropriateness of arrival from 07.10 - 07.30. By then students have enough free time before class starts at 07.40.

Return Journey:

	Class ended at	Last bus leave at
Nursery – K1	11.45	12.00
K2 – Y2	13.50	14.05
Y3 – Y13 /ECA	14.30	14.45
ECA bus	15.45	16.05
ECA bus	16.30	16.45
Late bus apart from ECA weeks	16.00	16.15

Please Note: Any changes to your child's ECA programme after initial registration must be directed to the ECA Coordinators before changes to ECA transport can be made.

General Guidelines

Standard of Vehicles

Students are transported in individual minibuses with a maximum capacity of 8 students per bus. **There will be no seating of students in the front seat of the bus without written parental consent.**

Each of these buses is equipped with the following:

- Air-conditioning
- Fire extinguisher
- Drinking water
- First Aid Kit
- Communication System i.e. mobile phone.
- Adjustable lap belt for every seat

Buses are checked by an independent group of mechanics at the beginning of each academic year to ensure that safety standards are maintained at a high level. Internal checks by the Transport Department are made throughout the year and each bus must pass an inspection for suitability to carry students carried out by an independent bus committee consisting of staff from throughout the school before being offered an annual contract.

Each minibus is equipped with a mobile telephone. In the event of an emergency, a standby minibus is available to immediately transfer students, if their existing minibus is unable to continue the journey. Drivers are not allowed to use this phone whilst driving but must hand it to the bus monitor to handle any calls.

Routings

Please note that we may not be able to provide a service for certain parts of the city e.g. Chaengwatana, Minburi, Pathumthani etc., due to insufficient demand and the unacceptable length of time that a student may have to spend on a school bus. The availability of these distance routings is reviewed on a termly basis; please contact us for more details. Any changes to existing routings will only be considered under special circumstances.

The Transport Department also reserves the right to refuse Transport service for routings which do not have a minimum number of 6 children per mini-bus and routings that are beyond the time travel limit set by the school for the welfare of the passengers. For students in the Early Years we may also deny a routing if, in the opinion of the class teacher, the child is not mature enough to travel.

Ensuring that students are reminded regularly about bus safety and behaviour on buses.

Bus Monitors' Responsibilities

A bus monitor will travel on every bus where children move from school to home or home to school. They are hired on a daily basis by the school but they all undertake continual training and assessment. A bus monitor's role is one of supervision and general welfare of students only.

Employment of monitors

Qualifications must include school education until Mathayom Suksa 3 – High School Graduate. Whilst English Language skills are desirable, they are not a prerequisite. All monitors will be registered and inducted by the school before they work with students.

Before collection of students, monitors must:

1. Check that the bus is clean.
2. Check that there is fresh sealed water on the bus.
3. Ensure that all seatbelts have been secured to the smallest size.

Collecting Students

From Home:

1. If a student has not arrived at the designated time, the following steps will be taken: wait 3 minutes – write the time on the report form and leave for the next destination.
2. Assist all children in fastening their seatbelt **before the bus moves off.**
3. Ensure that all seats are in an upright position.
4. Monitor the driver for safety and speed on the journey into the school.
5. On arrival at school, escort the Early Years children to their designated play areas and wait there until a teacher comes on duty.
6. Fill in the daily report form and hand into the Transport Office before signing out.

Reporting/Referral System

If a student does not abide by the Bus Rules and following sufficient verbal warning by the bus monitor, a written report will be submitted to the Transport Manager.

These reports will be sent to class teachers/tutors and HOY on a daily basis. Teachers/tutors will discuss this matter with the student and the report will be sent home for parental information.

The teacher/tutor will then confirm back to the Transport Manager that the report has been appropriately dealt with and if necessary ask Transport to issue a formal warning. (See 3 Strikes Policy)

Although behaviour reports take one full day to circulate to the teachers/tutors, it is important that the correct adult speaks to the student regarding their behaviour.

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. Early Years staff and ECA staff looking after Early Years children will accompany students to bus monitor at the end of each school day.
3. Action will be taken on receipt of a behavioural complaint from the Transport Department.
4. In the event of any delay to a student under their supervision they should inform transport.

(See Reporting/Referral System).

Principals' Responsibilities

The Principal of each school will be responsible for:-

Through the Assistant Principals and Senior Teachers and Heads of Year, the Principals will follow up individual students whose behaviour persistently gives cause for concern.

Fee structure**Zone 1**

	Term 1	Term 2	Term 3
Round trip	28,576 Baht	21,808 Baht	17,296 Baht
One way	16,720 Baht	12,760 Baht	10,120 Baht

Zone 2

	Term 1	Term 2	Term 3
Round trip	32,300 Baht	24,650 Baht	19,550 Baht
One way	18,848 Baht	14,384 Baht	11,408 Baht

Enrolment

Enrolment into the bus service is only necessary once; your enrolment will be automatically renewed every term. Should you wish to terminate the use of service, written notification must be received by the transport office at the front of school one month in advance.

If you move house please let us know so that we can check that the Transport Service can serve your new address.

Lost Property

Any items found in the mini-bus will be returned to the Transport Department at the front of school. If items are clearly labelled they will be dispatched to the classroom. All other items will be handed to Lost Property at the front reception desk. As always students should be encouraged not to bring valuable items on the bus and to look after their belongings as we cannot be held responsible for any loss unless the school or its employees have been a remiss.

Communication

We will endeavour to keep you informed of any transport problems. If there are significant delays in transport or in cases of emergencies, parent will be contacted by two methods.

- SMS Messaging system through your mobile telephones.
- Personal contact via landline/mobile phones.

Please ensure that your contact details are up to date. SMS messages will be sent to parents' mobile number as recorded on the schools database. You can check the contacts details that the school holds for you and make any changes necessary via the online Parents Gateway.

Video and Music

If a mini-bus has a video/VCD machine, this will only be used when permission of all parents using the particular routing has been obtained. The selection of videos must be approved by **all** parents and given to the monitor. Music is to be played on personal stereo units only.

Seating

The seating arrangement for each student on the bus will be assigned by transport personnel and implemented by the bus monitor. As a general rule the youngest children are seated nearest to the bus monitor but this can be altered if a child needs to be near the bus monitor for medical or behavioural reasons. Older children especially Secondary student can be seating on a first come first served basis depending on the particular circumstances of the bus. There is no student seating available in the very front of the bus.

Responsibilities of users of the Transport service

All involved with the bus service have a duty to ensure that safety and efficiency is maintained whilst using this service. These expected responsibilities are detailed as follows:

Parents' Responsibilities

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

Communication is the main thing a parent can do to ensure trouble free use of the bus service. If for any reason at all your child will not use the bus service that they have been booked on, morning or afternoon, please inform the Transport Department office at the front of school in person or by phone, fax or email ***one working day ahead*** of the day of change. This will ensure other passengers and staff are not inconvenienced and for safety reasons we know where all our passengers are.

Afternoon Bus Users

1. Do not keep your bus waiting. If you are doing ECA activities, go straight from your activity to your bus. The bus does not have to wait for you and if you miss the bus you may have to arrange your own transport.
2. If you are not going to use the bus, please ensure that your parents inform the Transport Department by first break. This can be done by email, phone, fax or in person. ***Year 12 and 13 can inform the Transport Department themselves.***
3. Do not go home by any other means without ensuring that the Transport Department knows that you will not be using your bus. This includes travelling home with your parents.
4. If you are not doing your ECA or any other after school activity for any reason, you will still have a seat reserved on your bus and will be required to go home on this bus. You will not be able to go home on an earlier bus.
5. Please make sure that you tell the bus service with a written permission of bus change from your tutor/instructor/parent if your schedule changes for any reason. ***This is your responsibility; do not depend on members of staff to do this for you.***

If you do not tell the Transport Department about any changes to your normal bus pattern and this causes an inconvenience to other bus users, you will be given a written warning via your tutor. ***After 3 such warnings you may be suspended from the school transport service and your parents will need to make alternative arrangements to bring you to and from school for a set period.***

3 Strikes Policy

A bus warning system was instigated to try and improve the behaviour of students using the Transport Service. It is a simple system and consists of a series of pre-worded letters that are issued by the Transport Service in response to academic staff requests, after 3 warnings students are removed from the bus service for a period of time to be determined by the academic staff. Certain offences or behaviour could lead to instant suspension from the Transport Service. This system is operated in both the Primary and the Secondary School with some differentiation to suit the ages of the students involved.

If a bus is damaged through student misbehaviour then the student will be expected to pay for any damage done.

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

We will arrive at your bus on time.

We will wear properly adjusted seat belts at all times.

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 monitor or driver.

We won't throw things, spit or leave litter on the bus.

We won't ask the driver to play your music.

We won't eat ice-cream on the bus.

We may only leave the bus at our designated stop

If a student's behaviour on the minibus persistently gives cause for concern, we reserve the right to ask parents to make alternative transport arrangements.

Unfortunately Secondary students who forget to tell the Transport Department about changes to their normal set bus schedule are one of the main causes of delay to buses to and from the school. This simple lack of consideration leads to a great deal of inconvenience to other users of the bus service and wastes a great deal of student and staff time.

In order to run an efficient service and show due considerations to others, these simple rules have been developed for all Secondary bus users and are printed in all Secondary School contact books:

Morning Bus Users

Please ensure that you arrive for the bus in plenty of time in the morning, the bus will **wait 3 minutes and will then leave without further warning**. The Transport Department will not call you up to remind you or wake you up.

Parents should:

Ensure that students are at the pick up point at the designated time. Please note that a bus will wait ***only three minutes*** after the designated time before moving onto the next pick-up point. Unfortunately we will not call you to check where your child is and the school will not be responsible for subsequent travel into school. If you have some sort of major problem in the morning you can request the bus to wait a little longer, please contact the Transport office directly, as the bus will be instructed accordingly.

Inform the Transport Department if for any reason your child will not be using the bus or if they have any changes to their travel arrangements. In the Primary school you should also ensure that you notify the class teacher via the students contact book.

Ensure students are aware of appropriate behaviour and the consequences of misbehaviour while on the minibus.

Make students aware that ***they must wear seatbelts at all times***.

Ensure an adult is present to collect the younger students from the minibus at the end of the day. Parents are responsible for their children up to the time that the bus monitor helps the children onto the minibus and from the time that the bus monitor releases them at home.

A change to pick up and drop off destination is possible, but ***requires one school day notice***. When determining change of drop off or pick up location, the Transport Department has the right to refuse a request if the destination is not within transport area of service, if there is no seat availability on the bus the student is transferring to or the destination is not another student's house or educational institute.

Students' Responsibilities

In addition to the Golden Rules in Primary and our values in Secondary there are specific guidelines for behaviour on the bus. Whilst using the Transport service, students will be expected to adhere to the following "Student Bus Rules".