

The Bus Service to and from Tanglin Trust School

Frequently Asked Questions and Answers

Q1: *Why can't my children have exactly the same bus pick-up and drop-off times and always be served by the same bus? Why do you change it from time to time? Why does it often change at the start of every term?*

A: Bus sizes and pick-up/drop-off times are dependent on the number of families that are served by each bus. This will change as new families apply for transport services or when families change their place of residence. As a result, bus sizes and timings sometimes change slightly.

Q2: *Why is it that my child is picked up first and dropped off last?*

A: At present there is no queuing policy, as in first-in first-out or last-in first-out, in practice. The route set for each bus to reach the 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 either to or from the School, not both ways. Pick-up and drop-off positions are solely dependent on the specified travel route. Please be reassured that the route that is set for each bus to take is considered carefully with the objective to minimise transport time.

Q3: *Why is it that my child is not the last to be picked up though we reside nearest to the School?*

A: It is not practical to have pick-up and drop-off positions solely dependent on the distance of the place of residence to 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, but rather we aim to minimise overall transport time.

Q4: *Why does the bus take longer to get to the School than it takes by travelling by car?*

A: Buses are not just serving one family and travelling to the School directly. The buses stop to serve many families along the way to the School and hence they take longer than a car that travels to Tanglin without stopping to collect other students.

Q5: *Where is the pick-up and drop-off point at my condominium?*

A: As a general rule, for private condominiums, all pick-up and drop-off points are at the guardhouse or gate barrier. Our buses are not able to provide a door-to-door service within a condominium because it would increase the travel time.

Q6: *Where is the pick-up and drop-off point for my house?*

A: For private houses, as a general rule, all buses pick-up and drop-off at the gate of the house. However, certain private housing estates have narrow roads or a dead end that prevents 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 and the bus driver will advise the family of the pick-up/drop-off point.

Q7: *How much notice is needed if I want my child to be collected or dropped off from a new address or I wish them to start travelling on the bus?*

A: Tanglin Trust School's Transport Office requires a minimum of two weeks notice in order for us to make any change to the existing transport service. A Transport Request Form should be obtained from the School's Transport Services Executive, Julia Conroy, (Julia.conroy@tts.edu.sg). Alternatively, you can also contact our Transport Office, (transport@tts.edu.sg). The form can then be completed and submitted, including the full address and the date (at least two weeks ahead) on which the family would like the bus service to commence.

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 as early as possible.

Q8: *Where should a student wait for their bus on rainy days?*

A: During rainy weather, our 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 driver where this point would be.

Q9: *Is my child allowed to take a different bus for a "sleep-over" or "play date" at a friend's place?*

A: Children are only allowed to travel to and from School on their assigned bus. They are not allowed to take any other bus for any reason. We ask for your understanding in this matter, as cross-transfers would not allow us to manage our transport system effectively.

Q10: *What determines the size of the bus used for each route?*

A: 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 buses 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.

Q11: *Why are buses sometimes late?*

A: Buses are sometimes late for a variety of reasons such as delay caused from road works, traffic congestion, rainy weather and parents or

guardians not being at the designated pick-up/drop-off points. Families concerned about delays should contact the School or the Transport Office on 6776-7371. Our Transport Office can communicate with all drivers, who are instructed to inform the School of any serious delay.

Q12: *Why are some buses not fitted with seat belts?*

A: All buses serving the School on a regular basis have seat belts. The only exception is some replacement buses that may have to be used in the case of bus servicing or breakdown. Currently in Singapore, the Law does not require buses to be fitted with seat belts. As a result, new buses called in to serve the School may not have seat belts and will require time to have them installed.

Q13: *Is my child covered under any insurance while travelling on the transport service?*

A: 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, we have purchased a Public Liability Policy that covers accident claims on our buses up to the value of **Ten (10) million Singapore Dollars** up from an initial coverage of one (1) million dollars some years ago. This increase in coverage was made possible due to our outstanding bus safety record.

Q14: *Are the buses safe for our children to travel on?*

A: The bus company that the School commissions to provide buses does regular inspections of seat belts, first-aid kits and fire extinguishers. They also inspect for cleanliness. Mechanical checks of buses are mandatory in Singapore and must be done every year at an authorised inspection centre, which can certify that a bus is safe for travel on the road.

Q15: *What are the bus arrangements for Students in Reception during the initial weeks of Term 1 when they finish School at noon?*

A: During the first few weeks of Term 1 (the number of actual weeks changes from year-to-year) students in Reception finish school at the same time as students in Nursery and they will travel home with the Nursery students at 12pm. After this when the school day is extended for students in Reception, they will travel on their normal bus, which leaves at 2.05pm.

Q16: *What do I do if I am not happy with the transport service?*

A: In the first instance please speak to Cyndi Kwek, director, KAL Transport Pte Ltd, by contacting the Transport office. If you are not satisfied with the response provided then please contact the School's Transport Service Executive, based in the Junior Office (Tel: 6778 9000).