



# School Bus Transport Policy

---

Version	Document Title	Status	Author	Approved by	Date	Next Review Date
0.1	School Bus Transport Policy	Final	HSE	Principal/Vice Principal	July 2024	August 2025
	Regional Director		Principal			Vice Principal
	Head of Foundation Stage		Head of Primary			Head of Secondary

## Introduction

This policy outlines the procedures and guidelines for the safe and efficient transportation of students to and from Newlands School Dubai. It aims to ensure the safety of students, staff, and the general public while maintaining high standards of service.

## Objectives

The primary purpose of the school transport system is to facilitate transportation of eligible pupils from the vicinity of their homes to school. Careful consideration shall also be given to efficiency and economy of the operation. Use of transport for field trips, co-curricular activities and other authorized educational, cultural and recreational activities is permitted when it does not conflict with the primary purpose for transportation.

## Safety Procedures

- School bus transportation shall be considered a privilege to be used by a student only as long as the student accepts the responsibility for his/her own conduct, carefully following all established rules and regulations and complies with the directions of the driver and the school bus conductor. The general supervision of the organization and the operation of the school transportation system shall be the responsibility of the operations manager and may be delegated to appropriate administrative personnel of the school.
- In organizing the operation of the transportation system, all applicable statutes, rules and regulations of the Road and the Transport Authority, Dubai, shall be strictly adhered to and all recommendations and suggestions from parents shall be carefully considered and implemented wherever feasible.
- The selection of a bus stop is essential to the wellbeing of children getting on and off the bus. Hence, the area surrounding the bus stop, weather, road conditions and the number of students using the bus stop shall be taken into consideration when choosing a location. The students should be easily visible to the drivers of other vehicles and buses. Hence, most school bus riders may find it necessary to walk some distance to the designated bus stop.
- The school shall provide transport service to all students who wish to use the school Transportation, subject to a minimum of 15 children opting for bus service on that route.
- The school reserves the right to determine the bus stop selection and the bus time for the students. Parent's intervention on this matter will not be entertained. Moreover, if any specific request comes from any parent for a specific transport on an unavailable route, the management will try to make a suitable arrangement, if feasible.
- In the present arrangement, there is no provision to accommodate children using wheelchairs.
- The school will only use the RTA authorized buses and drivers on approved routes for school

transportation.

- To avoid penalizing other students who are on time, the bus driver will not wait for any child/nor will the bus conductor give an alert/missed call to who is late beyond the designated pick-up time.
- The school will not be responsible for the loss of any items left behind on a bus seat.
- Parents are requested to bring the students to the pick-up point 5 minutes before the designated pick-up time of the bus and also to be at the drop point at least 5 minutes before the designated drop-off time in order to avoid delay for the remaining students on the bus. Please note that the bus driver will not wait beyond the designated time. If there is no one at the drop-off point with who to leave the child, then the child will stay on the bus as it continues its journey. The child will be brought back to school and it will then be the responsibility of the parent to pick-up the child from the school.
- The school buses will depart at the designated time from the school. Should a student miss the bus for any reason then it will be the responsibility of the parent to collect the student from the school.
- Students are not allowed to ride on a different bus. If a bus student has to be picked up by parent/guardian on a particular day, a written note should be sent to the Class Teacher/Transport coordinator for approval.
- Students shall not be transported to different stops for birthday parties, social events or any program not sponsored by the school.
- Non bus students cannot ride on the buses.
- In the event of a change of residence and the subsequent change of pickup/drop off points for a child, new pick-up point shall be entertained only if the facility is available on the route - subject to availability of seats on the new route and at appropriate cost, however the school does not guarantee providing transport facility if it is a new route.
- If a student is found to have caused damage to the bus or the property or belongings of a fellow student in the bus; then, the parents will be required to compensate adequately for the repair or replacement of the damaged item.
- The students must refrain from eating and drinking in the bus, with the exception of water.
- The school transportation policy outlines the behavior in the bus that is expected of students. The consequence of violating this rule may result in a loss of ridership privileges.
- In accordance with the RTA guidelines, the school principal may exclude any student from the school transport service in any of the following cases:
  - If a student causes the delay of a trip more than three times in one school year.
  - If a student violates any safety rule and endangers the lives of others during the trip.
  - If a student refuses to ride a bus from a pickup point approved by the school.
  - If a student leaves the bus before reaching his/her designated destination without prior permission.
  - If a student continues causing disturbance and more than three written complaints are filed against him/her during one school year.
  - A general lack of respect for the co-passengers.

## Bus App

Parents will be able to view and track their child's information and transportation details through TrackZen OASIS App. This app enables parents to access information via smartphones, keeping them connected with their child's school bus journey to and from school.

The key features include:

- Accurate attendance tracking.
- Notifications when students board and exit the school bus. As the Bus Attendant marks attendance, parents will receive notifications on phone. Additionally, during an active trip, parents can click on the GPS icon in the app to see the live location of the bus.
- Real-time location of the school bus.
- Access to route details for the student.
- Easy access to contact information for transport staff.
- Push notifications for delays and incidents.
- The school operations team has access to the app to monitor all buses, including bus GPS location tracking and pick-up and drop-off times.

The school provided different colored lanyards to bus students for identification purposes.

## Responsibilities

### School Transport Coordinator

Maintain the overall School Bus inspection report.

Maintain the bus service records.

Maintain the Log book report.

Check the daily student attendance sheet of each bus.

Transport Coordinator oversees the entire transportation and works with the school administration.

He acts as the first contact for parents on matters concerning the transport at Newlands School Dubai.

He reports to the School Operations Manager.

### Bus Conductor

At the time of commencing the bus trip the conductor will place the 'Students on board' sign. The conductor will alight from the bus to escort students to & from the bus.

To ensure the safety of all students, the conductor will check that all students are wearing the seat belts.

The conductor will take the daily attendance in the morning & afternoon run and inform the Transport coordinator of any discrepancies.

When all children have alighted, the conductor will make a final check inside the bus to see that no one/nothing is left behind.

Finally, the conductor will place the “No students on board” sign at the rear of the bus.

## **Bus Driver**

Will not attend to any phone calls while driving.

Will ensure that he drives carefully and transports all students to their destination in a safe manner.

When all children have alighted, the driver will make a final check inside the bus to see that no one/nothing is left behind.

## **Incident or Accident Reporting Procedures**

### **Incident**

Incident report forms need to be completed by the bus conductor and submitted to the operations department.

### **Accident**

The Transport coordinator and Operations manager should be informed immediately by the bus driver / Conductor.

Parents should be informed of the accident by the school administration.

All children involved in the accident, however minor should be checked by the school Doctor or medical team for clearance.

If any child is hurt on the bus, the school will arrange for medical help in coordination with transport

## **Communication with Emergency Services**

- **Mohammed Mishal (Operations & HSE Manager) – 0501242197**
- **Fire- 997**
- Ambulance – 998
- Police – 999
- Electricity – 991
- Water - 992

## Training and Drills

All school bus drivers and conductors will receive training on emergency evacuation procedures and Newlands safeguarding protocols. Refresher training will be provided at six-month intervals to ensure ongoing compliance and effectiveness.

## References

- RTA Guidelines- School Bus
- Newlands Health and Safety Policy

## Review and Monitoring

The fire safety policy will be reviewed annually or following any fire-related incident. Feedback from drills and training sessions will inform policy updates. Ensure compliance with any changes in local fire safety regulations.