



KAL TRANSPORT PTE LTD

Business Registration No: 200505086E

DCIS KAL TRANSPORT BUS SERVICE HANDBOOK

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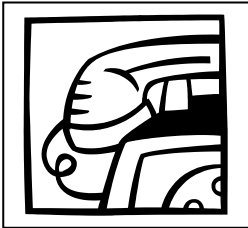
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Contact Details

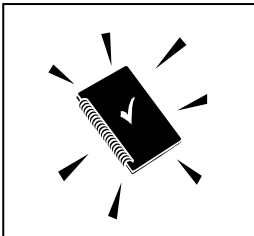
Mailing Address:

KAL Transport Pte Ltd, Dover Court International School, 301 Dover Road, Singapore 139644

Transport Office: Located in the School Reception



Telephone number: 8721 1535
Please sms us with your queries or email us.



Fax Number **6777-9961**



Email Address: **dcis@kaltransport.com.sg**



Monday to Fridays: **7.00am – 4.30pm**

Please note that during Term Break, kindly email us your requests/queries and we will revert to you within 3 working days.

Bus Routes for Houses and Condominiums

GHIM MOH ESTATE POST OFFICE P.OBOX 014

SINGAPORE 912731

MAIN LINE:6776 7371 FAX:6777 9961

Central Area

Ardmore Park		Orange Grove Road
Arcadia Road/Gdns	Hua Guan Ave	Peck Hay Road
Anderson Road	Holland Road/Park/Hill	Paterson Hill
Anguillia Park	Holland Grove View	Robin Close
Bukit Timah Road	Jalan Lim Tai See	River Valley Road/Close
Balmoral Road/Crescent	Jalan Tempua	Sunset Way
Barker Road	Jalan Kampong Chantek	Swiss Road/Club/View
Berrima Road	Jervois Road	Sixth Ave/Crescent
Brizay Park	Kheam Hock Road	Shelford Road
Binjai Park/Rise/Walk	Kings Drive	Swiss Cottage Estate
Chee Hoon Ave	Kim Seng Walk	Tudor Close
Cuscaden Road/Walk	King Albert Park	Taman Nakhoda
Chatsworth Road/Ave	Leonie Hill/View	Trevoise Crescent
Coronation Road/Dr/West	Leedon Road/Park	Tanglin Park
Claymore Road	Leyden Hill	University Road/Walk
Cairnhill Road	Linden Drive	Woolerton Drive/Park
Chancery Lane/Hill	Maryland Drive	Watten Estate Road
Dukes Road	Mt.Elizabeth Road/Link	Wilby Road
Duchess Ave/Walk	Mt.Sinai Road/Rise/Drive	Yarwood Ave
Ewart Park	Nathan Road	
Fifth Ave	Nassim Road/Hill	
Farrer Road/Drive	Narooma Road	
Gallop Road	Newton Road	
Grange Road	Namly Drive/Cres/Place	
Garlick Ave	Oei Tiong Ham Park	
Greenwood Ave	Orchard Road/Blvd/Turn	

West Area

Faber Hill/Ave/Green	Pasir Panjang	West Coast
Gold Coast	South Buona Vista Road	
Kent Vale	Sungrove	

North-West Area

Toh Tuck Road	Hillview Ave	
Chestnut Ave	Hume Avenue	
Dairy Farm Road	Hindhede Drive/Walk	
Eng Kong Road	Kismis Ave	

Please email the Transport Office if the house or condominium you are considering is not listed above. The transport office will be able to advise on the availability of the school bus service and journey times.

Routes may change from time to time, at the discretion of the Transport Office due to change of address by parents.

*Please note that the traveling duration for these locations, to and from the school, may be as long as an hour. As routes are planned based on demand.

Bus Safety Rules

- Students must remain seated while the bus is moving.
- Seat belts must be worn at all times throughout the journey.
- Students are expected to speak quietly and to use respectable language to each other, the driver and auntie. There should be no name calling, bad language, teasing, bullying or fighting.
- Food and drinks should not be consumed on the bus
- The bus should be kept clean and tidy – no littering
- Students are required to listen to adults on the bus.
- Seats are assigned by the bus auntie. Seats cannot be reserved for friends. Each student is entitled to one seat only and bags should be placed under the seat.
- Changing / removal of clothes is not allowed.
- Dangerous and sharp objects are not allowed on the bus.

Bus Discipline Procedure

Bus aunties will have a 'Bus Misbehaviour Form' that will be completed if a student is not following the rules listed above. The 'Bus Misbehaviour Form' will be given to the class teacher (primary)/form teacher (secondary). The member of staff will deal with the behaviour highlighted on the form. The teacher will inform the parents if he/she believes the parents need to know about the incident.

Please remember that parents are not informed every time their child misbehaves in school – it is dependent upon the severity of the behaviour. Similarly, the teacher will inform the Head of School if the behaviour warrants this. If a teacher receives 3 'Bus Misbehaviour Forms' for the same child the Head of School will be informed and the parents contacted. If the student receives another 'Bus Misbehaviour Form' within a 4 week period, the parents will be asked to make alternative arrangements to get their child to/from school for 5 consecutive days.

Discipline Guidelines

The three tier system:

1st incident: a verbal warning will be given with student name(s) recorded on a 'Bus Misbehaviour Form'. These incidents include fighting, abusive language and refusing to obey transport staff.

2nd incident: parents will be informed.

3rd incident: immediate suspension from the use of the service, usually for one week, following notification to the parents.

In very serious cases, there will be no first or second warning. These include assault, damage to property and endangering the safety of others. In such cases the student will be suspended from the service immediately. If any student previously suspended in the same academic year commits another proven offence then he/she will be refused travel on the buses for the remainder of the year.

Reports will be forwarded to the School.

Note: Fees will not be refunded if a child is suspended from using the service.

Additional Information

Bus Aunties will request all students to fasten their seatbelts before departure. Random checks will be carried out by school staff to ensure that all students are wearing their seat belts before departure. Seats are assigned by the bus auntie. Seats cannot be reserved for friends. Each student is entitled to one seat only and bags should be placed under the seat

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 timings depend on the composition of families that are served by the 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 change accordingly.
- Q2:** *Why is it that my child is picked up first and dropped off last?*
- A:** At present there is no queuing policy, as first-in-first out or last-in-out, in practice. The route set for each bus to reach 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.
- 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 DCIS 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 and also due to the size of the bus, it may not be possible to enter the condominium itself.
- 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. 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:** The Bus Office requires a minimum of two weeks notice in order for us to make any change to the existing transport service. Please email us 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 via email.
- 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 small buses or 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 .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 except the 11 and 13 seater. 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.
- Q14:** *Are the buses safe for our children to travel on?*
A: Mechanical checks of buses are mandatory in Singapore and must be done twice a year at an authorised inspection centre, which can certify that a bus is safe for travel on the road.
- Q16:** *What do I do if I am not happy with the transport service?*
In the first instance please email to us dcis@kaltransport.com.sg. If you are not satisfied with the response provided, we will forward the issue to the School.
- Q17:** *Why does the bus service not cover all of Singapore?*
Bus routes are planned on supply and demand basis. It is not practical for any bus service to be able to cover the whole of Singapore.