



Goh Transport DCIS Handbook 2020-2021

Contact Details

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| Mailing Address | Ghim Moh Estate Post Office P.O Box 1019 Singapore 912701 |
| Goh DCIS Office | Located in the school office |
| Telephone Number | +65 6792 5115 |
| Emergency Number | +65 8812 5115 |
| Email Address | dcis@gohtpt.com.sg |
| Office Hours | 07.30am – 5.00pm |
| DCIS Bus Coordinator | Claire Venter: claire.venter@dovercourt.edu.sg +65 6775 7664 |

We ask all parents to communicate directly with Goh Transport's office and not with the Bus Driver or Bus Aunty. This is to avoid any miscommunication. DCIS Bus Coordinator Claire Venter is also available to assist.

Bus Pick-up and Drop-off

Goh Transport is responsible for arranging the bus routes. Goh Transport will communicate all pick-up/drop-off points, bus numbers and timings to parents. Parents will also receive the Driver's telephone number.

Students are only allowed to take their designated bus to and from school and must get on and off the bus at the agreed pick-up/drop-off point. Students are not allowed on any other buses than their designated bus.

On morning routes, we ask that all students reach the pick-up point at least 3 minutes before the designated pick-up time. The Driver will wait for 1 minute after the scheduled pick up time. If the student does not arrive at the bus, then the bus will drive on to the next pick-up point. Parents will not be contacted by telephone.

Bus Drivers will not commence / resume their journey until all students are safely seated and belted.

All 3.00pm buses operate a hand-in-hand policy. Children will not be dropped off without an assigned adult there to take the student by the hand. If there is no adult at the designated drop-off point the student will be brought back to school. **A flat fee of \$40.00 will be charged if any child is brought back to the school due to absence of parent or guardian at the drop-off point.**

Parents/guardians will be responsible for collecting their child from the school reception in such instances.

All 4.00pm (ECA) buses operate a drop-and-go policy. The Bus Driver will not wait for an adult to be present before they drive off to the next drop-off point. As such, **ECA buses are only available to students in Year 2 and above.** Please note that there are **no ECA buses operating on Mondays.** Students participating in Monday ECAs must be picked up by a parent/guardian.

Parents are asked to inform Goh Transport of any changes to the daily routines.

Payment

Invoices are sent out termly, three times a year. Upon receipt of the invoice, payment must be made within two weeks or by any other date as specified.

Please ensure that all cheques are crossed and made payable to **Goh Transport Services Co. Pte Ltd.** The student's name and invoice number should be written on the reverse side. The mailing address is **Ghim Moh Estate Post Office P.O Box 1019, Singapore 912701**

Bank Details for Transfer

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|---------------------|------------------|
| Bank Name | DBS Bank Ltd |
| Bank Code | 7171 |
| Bank Branch | Marina Boulevard |
| Branch Code | 003 |
| Bank Account Number | 0039185847 |
| SWIFT Code | DBSSSSGSG |

Kindly inform Goh Transport of the date and amount transferred and please ensure that the bank transfer indicates the invoice number(s). A screen shot of your payment should be sent by email: dcis@gohtpt.com.sg.

Should the payment not be made within two weeks upon receipt of the invoice or by specified date a 5% surcharge of the outstanding amount will be imposed. An outstanding payment may result in service disruption.

Termination of Contract

Should a parent wish to terminate the use of the bus services, a written notification must be given to Goh Transport at least one month prior to the termination of the bus service. Parents are entitled to a refund of the balance of fare paid for the outstanding period based on the number of weeks remaining, provided that the one month's notice is given, or one month's fee will be deducted in-lieu of notice. No refunds will be made for service being stopped one month before the end of the academic year. Please note that there is a non-refundable administrative fee of \$100 included in the fees.

Student Bus Rules

All students should

1. Be polite and well-mannered at all times
2. Always think of others and be helpful
3. Be safe, stay safe and keep others safe
4. Show respect and act responsibly
5. Be on time

On the buses

- We speak in a quiet voice and with respect to fellow students and adults
- We use earphones when listening to music
- We always stay in our seats, with the seatbelt fastened
- We do not eat
- If we drink water, we drink carefully, without spilling
- If we have any rubbish we throw it in the bin and not on the floor
- We always behave well so that we stay happy and safe
- We always listen to the Bus Aunty and Driver and follow their instructions
- We get on and off the bus sensibly
- We walk to and from the bus thinking about keeping safe

General Bus Rules

1. Students sit as quickly as possible upon entering the bus. Students are not allowed to stand up or move from place to place whilst the bus is moving
2. Seatbelts must be worn by all students, at all times. The Bus Aunties will notify the students every time they board the bus that they must wear seatbelts. Seatbelt signs will be prominently displayed
3. Goh Transport require all **students under 1.35m in height** to use an age appropriate **booster seat**, as per Singapore guidelines. Mi-fold Booster seats are provided by Goh Transport on all 13 seater and smaller Goh Transport vehicles. Parents should provide their child with a booster seat for the larger buses; the Mi-fold Booster and the RideSafer Vest are two popular alternatives
4. Indecent conduct or loud, disruptive or profane language will not be permitted
5. Play fighting or rough play is not permitted at any time
6. All parts of the student's body shall remain inside the bus at all times
7. No-one is to behave in any manner, which infringes upon the rights or wellbeing of any other student. This includes any form or type of bullying
8. No-one is to behave in any manner that distracts the Driver and makes the bus journey unsafe
9. Malicious damage or vandalism will be paid for by the offender(s)
10. Alcoholic drinks, tobacco, substances or potentially harmful devices (such as matches, lighters, knives) are strictly prohibited on the buses. Students who bring such substances or devices on board the bus will be permanently excluded from the bus service and reported to the school for further consequences
11. Bags, sports equipment and instruments must be stored safely under the seat. No bags or items must be placed in the aisle
12. No student is to enter or leave the bus until it has come to a complete stop. Students may enter or leave the bus only after permission is given by the Driver or Bus Aunty. Students are only allowed to leave the bus at their designated stop
13. Students up to Year 6 must be met at the drop-off point by an assigned adult. Students in Year 7 and above may enter and leave the bus on their own
14. The school and Goh Transport do not have any responsibility for students once they have left the school bus at the designated drop-off point
15. Pets and other animals are not allowed on the school bus under any circumstances
16. Students are to travel only on their assigned school bus. Students who are not signed up for the bus service are not allowed on the school buses at any time
17. Any student who travels on the bus must adhere to the Student Bus Rules and to the School Behavioural Policy, as they would in school. The privilege of riding the school bus may be denied to any student who doesn't conduct themselves in a safe and orderly fashion. Students who do not adhere to the Student Bus Rules will permanently be excluded from the bus service

Breakdown or Emergency

In the unlikely event of a breakdown or an emergency situation:

1. Students should remain in the bus in case of a road emergency, unless directed to do otherwise by the Bus Driver and/or Bus Aunty
2. Should the students need to leave the bus, the Driver and/or Bus Aunty will find the safest place away from traffic and other dangers
3. The Bus Driver will contact the police and emergency services as appropriate. Students would not normally be expected to do this
4. The Bus Aunty will contact Goh Transport's management team who will alert the DCIS Leadership Team, who then will take the necessary steps to inform all relevant parties
5. In the event of a medical emergency, Goh Transport shall arrange immediate and reasonable medical attention for the student(s). Parents will be responsible for the medical fees and incidental charges incurred

Reimbursement of Taxi

In case of an issue with the bus, parents are entitled to reimbursement of using a taxi service, if approval has been given by Goh Transport to book a taxi. An official receipt from the taxi driver is required before any reimbursement is made. Parents wishing to make arrangements other than the taxi service agreed on by Goh Transport will be reimbursed a taxi-fare equivalent for the journey.

Insurance

Goh Transport have appropriate third-party policies of insurance for students against claims for personal injury and death arising out of/or in connection with the provision of the bus service.

Exclusion/ Limitation of Liability

Except in relation to liability for death or personal injury, Goh Transport shall be under no liability to the student and/or parents in respect to any loss or damage which may be suffered, incurred or which arise directly or indirectly in respect to the provision of the bus service.

Indemnity

The parents shall indemnify Goh Transport against all proceedings, costs, expenses, liabilities, injury, death, loss or damage whereby Goh Transport have not been found to be negligent.

Bus Service Fares 2019-2020 (Fares shown are per term, Incl. GST)

| Distance | 1 way | 2 way |
|-----------------|--------------|--------------|
| 2-4km | \$460 | \$615 |
| 4.1-6km | \$495 | \$660 |
| 6.1-8km | \$520 | \$695 |
| 8.1-10km | \$580 | \$775 |
| 10.1-12km | \$660 | \$880 |
| 12.1-14km | \$685 | \$915 |
| 14.1-16km | \$745 | \$995 |
| 16.1-18km | \$832 | \$1100 |
| 18.1-20km | \$938 | \$1250 |
| Above 20.1km | \$1043 | \$1390 |

- The distance is calculated based on the shortest route distance from your home to DCIS plus the return journey from DCIS back to your home, which is then divided to calculate the average between the two ways. The indicative distance is based on Google maps or the Singapore Street Directory
- Sentosa is considered a unique area. Sentosa residents will be considered as 14.1 kilometres onward
- Prices are in Singapore dollars and inclusive of prevailing GST rates
- There is a non-refundable miscellaneous fee of \$100 included in the rates that will cover Insurance, Technology surcharge and Administrative Fees

School Bus Routes

| CENTRAL AREA | | | | |
|-------------------------------------------|---------------------------------|--------------------------------------|------------------------|-----------------------------------------|
| Adams Dr / Road (s) | Alexandra Rd/Park | Ampang Road | Anderson Road | Anthony Road |
| Arcadia Road | Ardmore Park | Balmoral Rd/Cres/Pk | Belmont Road | Bin Tong Park |
| Bukit Timah Road | Cairnhill Road/Rise/Circle | Chancery Lane / Hill Rd/Walk | Chatsworth Rd/Ave/Park | Cluny Pk / Pk Road / Hill |
| Claymore Road / Hill | Coronation Dr / Rd / Rd West | Cuscaden Road / Walk | Cornwall Gardens | Dalvey Rd / Estate |
| Depot Road | Devonshire Rd | Draycott Pk / Dr | Dunearn Rd | Duchess Ave /Pl /Rd |
| Emerald Hill Rd | Evelyn Road | Farrer Rd / Dr | Fernhill Rd/Cres | Ford Ave |
| Gallop Rd/Walk/Park | Garlick Rd / Ave | Gilstead Rd | Grange Garden / Rd | Hillcrest Road |
| Greenwood Ave/Terrace | Greenleaf Ave/Dr/Place | Holland Rd/Pk/Hill/Grove | Holt Rd | Hua Guan Ave |
| Hullet Rd | Jervois Rd | Jln Lim Tai See | Kheam Hock Rd | King Albert Park |
| King's Rd/Dr/Close | Kim Seng Rd / Walk | Laurel Wood Ave | Leedon Rd / Pk / Hts | Leonie Hill / Hill Road |
| Lloyd Road | Lincoln Road | Martin Place | Merryn Road | Mt Elizabeth |
| Mt Sinai Rd / Rise/ Dr | Newton Rd | Napier Road | Nassim Rd / Hill | Nathan Rd |
| Namly Rise/View/Hill Gdns/Dr/Ave/Crescent | Orange Grove Rd | One Tree Hill | One North Gateway | Orchard Blvd / Turn |
| Old Holland Road | Oxley Road / Walk | Pandan Valley | Pierce Road | Paterson Road |
| Queen Astrid Park | Ridout Rd | Robertson Quay | River Valley Rd/Clos | Scotts Rd |
| Shelford Rd | Sixth Ave / Fifth Ave | Sophia Road | Stevens Rd / Drive | Suffolk Walk / Road |
| Swiss Club Ave/Lane | St. Thomas Walk | Taman Nakhoda | Tyresall Road | Thomson Rd / Lane |
| Trevoise Rd / Cres | Tanglin Rd / Rise / Hill / Walk | University Rd / Walk | Walshe Road | Watten Hts / Estate Rd / Park / Terrace |
| Wilby Rd | Woollerton Dr / Pk | Vanda Ave / Cres / Dr / Rd | | |
| EAST AREA | | | | |
| Arthur Rd | Amber Road | Bayshore Road | Eastwood Dr/Pl/Rd | Everitt Road |
| Fort Road | GoodmanRd/Branksome Rd | Joo Chiat Ave / Place / Rd / Terrace | Kew Cres / Hts / Dr | Lucky Cres / Gdns / Hts / Rise |
| Marine Parade Road | Meyer Rd | Rhu Cross | Sennett Avel/Ln/Ter | Siglap Rd / Ave |
| Simei Rise | Telok Kurau | Tanah Merah Kechil | Tanjong Rhu Rd | Tembeling Road |
| WEST AREA | | | | |
| Bukit Batok | Cashew Rd | Chestnut Dr/Gdn/Av | Clementi Rd | Dover Rise / Cres |
| Eng Kong Rd/Dr/ Place | Hillview Ave | Hindhede Dr/Pl/Wlk | Hume Ave | Jurong East / West |
| Nanyang View (NTU) | Stirling Road | Sunset View/Vale Pl/Terrace/Hts | Dairy Farm Road | West Coast Rd/Cres/Way |
| Toh Yi Drive | Upper Bukit Timah | Toh Tuck Rd | | |
| SOUTH AREA | | | | |
| Keppel Bay Dr/ View | Marina Boulevard | Pasir Panjang | Sentosa Cove | South Bouna Vista Rd |
| Ocean Drive | Rochester / One North | | | |

Please email Goh Transport if your Residential Area is not listed above. Goh Transport will be able to advise you on the availability of school bus transportation and journey times.