

## Introduction

The school bus service exists to get students to and from home and school safely and securely.

This booklet is designed to give students/parents comprehensive information on the services provided by Yeap Transport Pte Ltd (hereinafter referred to as Yeap) which has been serving the community since 1993.

In addition to more general information, this booklet gives details of the terms and conditions of the 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. Also, you will find a Question and Answer section which indicates the most frequently asked questions.

At Yeap, our aim is to ensure that the safety of the students and the efficient running of the bus service are given the highest priority. The Transport Staff understand the importance of a safe and prompt service, and we 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.

## Welcome to the Yeap Transport School Bus Service

Yeap Transport Pte Ltd has been contracted by SAS to ensure that appropriate standards of buses and safety standards are consistently met. The Transport Office is monitored by the SAS Contract Services Manager.

Yeap is the premiere school bus transportation service provider in Singapore with over 30 years of experience. Through our strategic alliances with various local and overseas business partners, the company has sought to enhance and value add its services with the latest advanced technology.

We have a fleet of a few hundred well-maintained air-conditioned buses equipped with the Yeap Transport Monitoring System (YTMS), our proprietary computerized system featuring Global Positioning System (GPS), Radio Frequency Identity (RFID), Geographical Information System (GIS) and Fleet Management System (FMS) to facilitate real-time tracking by our staff as well as the school administrators and parents. We further integrated these technologies with user-friendly front-end web services and sophisticated wireless carriers such as General Packet Radio Service (GPRS) and Short Messaging System (GSM / SMS) such

that our customers are able to receive time-sensitive, secured information via internet or their mobile phones.

We have a team of experienced operations staff that seek to provide quality customer service and facilitate cross-culture understanding between our expatriate customers and the local bus operators whom we work with. Besides using our own buses, we contract with other private bus operators to run the SAS bus service. We hire buses that are in good and safe running order and are maintained to the high standards expected by parents and the School. Each bus journey is supervised by a Bus Monitor.

The Transport Office is able to provide the following services:

1. Round Trip (home to school to home)
2. Morning Trip (home to school)
3. Afternoon Trip (school to home)

Buses leave the bus bay at approximately **1:30pm (PS & PK) and 3:10pm (K to G12)** and during After-School Activities (ASA) periods **4:25pm & 6:15pm**.

***All these services are subject to space availability and routings.***

## **After-School Activity Bus Routes\***

**\*You must register your child/children with the SAS Transport Office @ 6360-6770 if they need to ride the After-School Activity (ASA) bus. Please note that we can only register students whom are between Grade 3 and Grade 12 for the ASA Bus Service.**

### **ASA Buses Daily Departure Time is at 4:25pm & 6:15pm**

#### **1<sup>st</sup> Trip**

4:25pm depart from Elementary School

4:30pm depart from Middle School / High School.

#### **2<sup>nd</sup> Trip**

6:15pm depart from Middle School / High School

The ASA Bus service is different from the regular school bus service, it is not a door to door service. You child/children will be drop-off at a designated drop-off point (refer to the bus application form for the drop-off point nearest to your residence). You can choose any 2 drop-off points. It is important that you inform your child/children of the exact drop-off point you intend to collect them from. Please note that there may be more than 1 drop-off point for an ASA bus route. If you have any questions, please contact us at telephone: 6360 6770 or email us at [SAS@yeaptpt.com](mailto:SAS@yeaptpt.com).

## Yeap Transport's Core Values

Represented by the acronym **SIRS**:



## General Guidelines

At SAS, we currently operate an average of 250 routes daily using a fleet of over 129 buses.

In the morning, the buses arrive at the school between 7:25am and 7:50am.

During school dismissal, the buses depart from the bus bay at approximately 1:30pm (PS & PK) and 3:10pm (K to G12) and during After-School Activities (ASA) periods at 4:30pm & 6:15pm. All these services are subject to space availability and routings.

### **Standard of Vehicles**

Students are transported in a variety of buses ranging from 10-seater minibuses to 53-seater coaches. SAS has the youngest fleet of school bus in Singapore with an average age of 5.5 years; the maximum life-span of a school bus in Singapore is 20 years. Due to the additional effort we make to maintain a young fleet, our emission standards is also much better, this means that you need not worry about your child breathing in polluted air at the bus bay.

**There will be no seating of Elementary students in the front seat (next to the driver) of the bus.**

Each of these regular buses is equipped with the following:

1. Air-conditioning
2. Fire extinguisher
3. First Aid Kit
4. Communication System i.e. trunk radio.
5. Seatbelt for every seat
6. YTMS Student Tracking system

Buses are inspected at LTA approved inspection centers twice a year to ensure that safety standards are maintained at a high level. Internal checks by the Transport Office are made throughout the year.

Each bus driver is equipped with a communication device for emergency situations. Drivers are not allowed to use this device while driving; no private calls will be entertained during their journey.

A stand-by bus will be activated to substitute for a regular bus, when circumstances demand it.

### **Behavior Expectations of Student Passengers**

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

### **Routings**

Please note that we may not be able to provide a service for certain parts of the island due to insufficient demands and the unacceptable length of time that a student may have to spend on a school bus. The availability of these routings is reviewed regularly; please contact us for more details.

The Transport Office also reserves the right to refuse transport service for routings which do not have a minimum number of riders per mini-bus and routings that are beyond the travel time limit set by the school for the welfare of the students. For students in Pre-School and Pre-Kindergarten, we may also deny a routing if, in the opinion of the class teacher, the child is not mature enough to travel on the bus.

**Please ensure that you understand this information before registering your child for bus service at the School.**

### **Enrollment**

Enrollment into the bus service is only necessary once per year; your enrollment will be automatically renewed every term.

If you change your address please let us know so that we can check that the transport service can serve your new address. To enroll, please complete the Transport Application Form and send it to the Transport Office. The form can be found on the school website or picked up from the Transport Office. A deposit may be required.

Please allow 2 working weeks between the date of submission and start-date of bus service. Late submission of the application form may result in students not being able to get on the bus on the desired date.

### **Fee Structure**

The fees are payable per semester.

### **Payment**

Payment may be made directly to us by check or Interbank Transfer. Families or companies paying by overseas wire transfer, or in foreign currency, will have to bear any miscellaneous charges associated with this form of payment.

Please contact us for information regarding payment questions, bank transfer information, etc.

### **Termination**

Should you wish to terminate the use of service, written notification must be received by the transport office 2 weeks in advance of the last day of service.

Where a child is withdrawn from the School and/or bus service, a refund of the bus fare is applicable provided that two weeks' written notice is given. No refund will be made if a child is suspended by the school on a temporary basis.

### **Lost Property**

Any items found in the bus will be returned to the Transport Office. If items are clearly labeled they will be dispatched to the school office. All other items will be kept at the Transport Office's Lost Property cupboard. As always students should be encouraged to look after their belongings as we cannot be held responsible for lost items.

### **Communication**

We will endeavor to keep you informed of any transport issues. If there are significant delays in transport or in cases of emergencies, parents will be contacted by, at least, one of following four methods, depending on the issue.

- SMS Messaging to your mobile phones
- Personal contact via landline/mobile phones
- Via email
- Via online Web Portal updates (Login required)

Please ensure that your contact details are up to date. SMS messages will be sent to ONE parent's mobile number (only) as recorded on the Transport Office's database. You can check the contact details that the school holds for you and make any changes necessary via the online database.

### **Video and Music**

We do not allow the screening of videos on any bus which may have a video/DVD machine. Music/Videos are to be played on

personal devices only, and students must wear earphones to listen.

### **Seating**

As a general rule the youngest children are seated nearest to the Bus Monitor but this can be altered if an older child needs to be near the bus Monitor for medical or behavioral reasons. Older children, especially MS and HS students, will be seated on a first come first served basis depending on the particular circumstances of the bus. Only the older students are allowed in the seating available in the very front of the bus, next to the driver.

## **Responsibilities of Users of the Transport Service**

All involved with the bus service have a duty to ensure that safety and efficiency are maintained while using this service. These expected responsibilities are detailed in the following pages:

### **Parents' Responsibilities**

*Please inform the Transport Office 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 Office in person or by phone or email **one 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 of our passengers are.

### **Parents should:**

1. Ensure that students are at the pick-up point at the designated time. Please note that a bus will wait **only one minute** 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 Transport Office will not be responsible for subsequent travel to school.
2. Ensure that students carry and scan their bus ID tags or SASCard at all times during travel.
3. Inform the Transport Office if for any reason your child will not be using the bus or if they have any changes to their travel arrangements. For Elementary School students you should also ensure that you notify the class teacher.
4. Ensure children are aware of appropriate behavior and the consequences of misbehavior while on the bus.
5. Make children aware that **they must wear seatbelts at all times.**
6. Ensure an adult is present to collect Elementary School children from the bus 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 bus and from the time that the bus monitor releases them at their drop-off point. Parents are NOT permitted to ride on the school bus.

7. A change to pick-up and drop-off destination is possible, but **requires 2 weeks' written notice**. When determining change of drop-off or pick-up location, the Transport Office 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**

While using the transport service, students will be expected to adhere to the following "School Bus Rules":

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

- We will** arrive at the bus on time with our bus ID tag or SASCard.
- We will** scan our bus ID when boarding the school bus.
- 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 our music.
- We won't** eat or drink on the bus, except for water.
- We may only leave the bus at our designated stop.**

Unfortunately, students who forget to tell the Transport Office about changes to their normal bus schedule are one of the main causes of delays 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 bus users:

### **Morning Bus Users**

1. Please ensure that you arrive for the bus in plenty of time in the morning, the bus will **wait 1 minute and will then leave without further warning**. The Transport Office will not call you up to remind you.

### **Afternoon Bus Users**

1. Do not keep your bus waiting. If you are doing After School Activities, go straight from your activity to your bus. The bus will not wait for you, and if you miss the bus you may have to arrange your own transport.

2. Do not go home by any other means without ensuring that the Transport Office knows that you will not be using your bus. This includes travelling home with your parents.
3. If you are not doing your ASA or any other activity for any reason, you will still have a seat reserved on your bus and will be required to go home on this bus.

If you do not tell the Transport Office about any changes to your normal bus pattern and this causes an inconvenience to other bus users, you will be given a written warning by the Transport Manager. **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.**

### **Reporting/Referral System**

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

These reports will be sent to deputy Principals on a daily basis. The Deputy Principals will discuss this matter with the student, and a copy the report will be sent home for parent records.

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

## **Bus Monitors**

A Bus Monitor will travel on every bus where children move from home to school or school to home. A Bus Monitor's role is one of supervision and general welfare of students only.

## **Bus Monitors' Responsibilities**

1. To look after the well-being & safety of all students on the bus
2. Report any misbehavior of students to the Bus Office
3. Bus Monitors found behaving dishonestly or irresponsibly may have their services terminated.

### **Security**

1. Bus Monitors must not open the door to speak with unauthorised people or allow unauthorised people to board the bus
2. Bus Monitors must immediately report to the driver any suspicious vehicle following the bus

### **Accident and Emergency Procedures**

1. Bus Monitors are instructed to remain calm, check that the Bus Driver and Students are safe and unhurt.
2. Bus Monitors must contact the Bus Office, call police and/or ambulance if necessary.
3. Bus Monitors must not leave the students unattended.



### **Administration**

1. Bus Monitors must not leave the bus until their duty is completed.
2. Bus Monitors must report to the bus driver and/or bus office if they feel unwell.
3. Bus Monitors must check that the correct Bus Number Sign is properly displayed and clearly visible on the front, side and rear windows
4. Bus Monitors must check that working seatbelts are available for each seat

### **On the Bus**

1. Bus Monitors must ensure that students are wearing seatbelts at all times.
2. Bus Monitors must never be drawn into any argument with or respond physically to students.
3. Bus Monitors must not discipline any students and must avoid physical contact with students.
4. Bus Monitors must not give food, drinks etc. to students.

### **On the Road**

1. Bus Monitors must ensure that students get on and off the bus safely.
2. Bus Monitors must contact the Bus Office if an adult is not present to meet student under Grade 3 at the drop-off point and keep the student on the bus.
3. Bus Monitors must not leave a student under Grade 3 at a stop, alone.

## **Bus Drivers' Responsibilities**

1. To transport all students to their destinations safely
2. Bus Drivers found behaving dishonestly or irresponsibly may have their services terminated

### **Security**

1. Bus Drivers must not open the door to speak with unauthorised people or allow unauthorised people to board the bus
2. Bus Drivers must immediately report to the bus office any suspicious vehicle following the bus

### **Accident and Emergency Procedures**

1. Drivers are instructed to remain calm, check that the Bus Monitor and Students are safe and unhurt
2. Drivers must contact the Bus Office, call police and/or ambulance if necessary
3. Drivers must not leave the bus/students unattended

### **Vehicle Maintenance**

1. Bus Drivers must ensure the bus is clean and in good mechanical condition before every bus trip.
2. Bus Drivers must have a communication device, first-aid kit, and fire extinguisher on board at all times.

### **On the Road**

1. Bus Drivers must never drive the bus if they are tired or unwell
2. Bus Drivers must wear proper footwear. No sandals/bare feet

3. Bus Drivers must notify the office if the Bus Monitor is not on board the bus.
4. Bus Drivers must always drive defensively, keep to the speed limits, and obey all traffic rules.
5. Bus Drivers must ensure the bus number is displayed & visible.
6. Bus Drivers must wait one minute only after the assigned pick-up time before moving on.
7. Bus Drivers must contact the office if a student is not at his/her pick-up point.

### **On the Bus**

1. Bus Drivers must contact the Bus Office if an adult is not present to meet a Primary or Intermediate School student at the drop-off point and keep the student on the bus.
2. Bus Drivers must not leave a Primary or Intermediate School student at a stop, alone.
3. Bus Drivers must check with the Bus Monitor that all students are seated with their seat belts fastened before the bus moves off.
4. Bus Drivers must not discipline any students who are misbehaving.
5. Bus Drivers must avoid physical contact with students.
6. Bus Drivers must not give food, sweets, drinks etc. to students
7. Bus Drivers must not stop the bus at any unofficial stops to meet students, teachers or parents' special requests.

### **On School Premises and In the Bus Bay**

1. Bus Drivers must observe the speed limit on school campus.
2. Bus Drivers must not smoke on school campus or while students are on board the bus.

**We expect all Bus Drivers to drive according to the rules of the road and drive carefully and sensibly. If a school bus is observed driving or operating dangerously, the bus number and/or the license plate number should be reported to the Transport Office immediately.**

## **Yeap Policies – Quick Reference**

### **1. AUTOMATED MESSAGES – SMS**

Automated Messages (SMS) are used to send quick messages to convey immediate information to parents and/or School Administration.

#### **POLICY**

Automated Messages (SMS) will be used for bus delays, bus breakdowns or any other circumstances to send information to parents quickly.

## 2. CHANGE OF ADDRESS

A Change of Address is when a family moves from one location to another location where they will reside on a permanent basis for the purpose of our transportation service.

### POLICY

Two weeks written notice of any change of address must be received from the relocating family before initiating this process.

## 3. CHANGES TO BUS TIMINGS/LOCATIONS

### POLICY

Changes to Bus Timings or pick-up and drop-off locations are only implemented for improvements to service which the transport office deems necessary. Improvement to service for the enhancement of students' journeys can be made at the request of parents; however, Yeap Transport reserves the right to stipulate conditions as needed where changes may affect the operation as a whole. Parents will be asked to sign a consent form before any changes are made.

## 4. CROSS-TRANSFERS

A cross-transfer is a request for one registered bus rider to take a different bus to a different location, than their assigned bus and assigned location.

### POLICY

For situations where parents have to be away from the home at drop-off times, and if capacity permits, we will make arrangements for students to take a different bus to a different location. However, changes are made at the sole discretion of the Transport Office staff, and first priority assignment of seats is still given for the riders on their regular buses.

Therefore, families with children who require switching buses must apply and seek approval from the transport office before doing so.

## 5. EXCHANGE STUDENTS

Exchange students are those from other countries who come to SAS for sporting or academic events.

## **POLICY**

Exchange Students are not eligible to be registered as bus riders as they are not fully enrolled students of SAS and therefore are not registered as such with the Singapore Ministry of Education. Under no circumstances are they permitted to ride any of our buses.

## **6. INCIDENT REPORTS**

Incidents comprise accidents, near misses, breakdowns, major delays, etc.

### **POLICY**

All Incidents must be fully recorded on an Incident Report and an Incident Follow-up Report where necessary. The Report must be signed and dated, forwarded to relevant parties and filed in the appropriate file.

## **7. STANDBY BUS**

A Standby Bus is a vehicle reserved for deployment during an emergency situation when the regular assigned bus cannot be used for whatever reason.

## **POLICY**

A Standby Bus must be “on-call” every morning and at each of the afternoon dismissal times and is only deployed in an emergency. This Standby Bus should meet all our requirements regarding seatbelts, maintenance, qualified bus driver and bus Monitor. The Standby Bus Crew must be issued with a copy of the route and Student List wherever possible.

## **8. STUDENT REGISTRATION**

The Student Registration Form together with the Indemnity and Waiver Form, Bus Rules, Parent Information, Accounting Information are the official record of any student registered as a bus rider for transportation to and/or from their residence and the School.

### **POLICY**

Any student requiring transportation to and/or from their residential address and SAS is eligible for Registration. These students must be fully enrolled students of SAS and registered as such with the Singapore Ministry of Education.

## 9. VISITING STUDENTS

Sometimes families have visiting students from other countries and ask for them to ride to school with their own children.

### POLICY

Visiting Students are not eligible to be registered as bus riders as they are not fully enrolled students of SAS and therefore are not registered as such with the Singapore Ministry of Education. Under no circumstances are they permitted to ride any of our buses.

## Contact Information

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

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

### SAS Transport Office

Office no : 65 - 6360 - 6770  
Fax no : 65 – 6363 - 8501  
Email : SAS@yeaptpt.com  
Website : <http://www.yeaptpt.com>  
After 5pm : 65 – 9296 - 6189

### **Office Hours**

Mondays to Fridays : 07.00am to 05.00pm  
Lunch Break : 12:15pm to 01:15pm

During the School holidays, our office hours may be irregular, but all phone-messages, faxes, and e-mails will be attended to as soon as possible.

### **Addresses**

Woodlands Post Office, P.O. Box 266, Singapore 917312  
SAS Contract Services Manager: [rhogan@sas.edu.sg](mailto:rhogan@sas.edu.sg)  
Yeap Transport Manager: SAS@yeaptpt.com



## **Frequently Asked Questions**



### **Application Procedure:**

#### **Q1: How do I register for bus service?**

**A1:** Please complete the Transport Application Packet and fax or email it to us. You can download the form from the school website or from our website at [www.yeaptpt.com](http://www.yeaptpt.com). A deposit may be required.

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#### **Q2: How soon can my child be on the bus after my registration is sent in?**

**A2:** Acceptance of application depends on a variety of factors like coverage and eligibility of the child to be on school buses. If all terms are met, then we expect but do not commit that an average of two working weeks will be needed for the child to be allocated a seat on the bus. The time is needed for us to make changes to our routes and to inform families affected by such changes. In certain situations, we may even need to add an additional bus to accommodate new applicants. However, in cases where there is spare capacity on our buses, your child will be accepted immediately.

Late submission of the request form may result in students not being able to get on the bus on the desired date.

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#### **Q3: What documents do I need for registration?**

**A3:** We need one individual passport size photograph of each child registered for our records and the completed registration form.

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#### **Q4: Who is eligible for bus service?**

**A4:** All children who are accepted for enrolment into the school are eligible to register for bus service. However, due to constraints of required skills, we are currently unable to service children with a disability or who may require specialised handling and attention. For more details, please contact us personally.

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#### **Q5: Which area of Singapore is covered by transport services?**

**A5:** Our policy is to provide transport service as soon as possible to every family that requires it. However, in very distant areas from the school, or low-density areas, we may not be able to provide transport service due to long journey times and cost constraints.

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**Q6: How and when will I know the bus information like pick-up time and pick-up location?**

**A6:** When the information is available, you will be notified by Email/SMS to log-in to our website to check your family information and bus details. For the start of each academic year, routing and estimated timings for buses are only finalised about 1 week before the first day of school. This is to allow us to cater for applicants that have just arrived in Singapore, which is a common feature of expatriate schools. However, bus information is still subject to change up to the first day of school and families will be duly notified about any necessary changes. We encourage parent to log-in two day before the school start to check any bus changes

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### **Travelling on our buses:**

**Q1: Why can't my children have fixed bus timings or be served by fixed bus sizes?**

**A1:** Bus sizes and pick-up and drop-off timings are dependent on the composition of families served by the bus. This changes as new families apply for transport service or when families move from one place to another. As a result, bus sizes and timings are adjusted accordingly. However, we will strive to minimize the

impact of such changes by taking into account the previous timings that families are used to.

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**Q2: Why is it that when my children are picked up first, they are not dropped-off first?**

**A2:** At present, there is no queuing policy of First-In-First-Out (FIFO) or Last-In-First-Out (LIFO) in practice. Pick-up or drop-off positions are solely dependent on the route travelled. There are two factors at play:

1. Singapore roads are not bi-directional in the sense that the roads for travel to-school and the roads for travel from-school may be very different
  2. The different dismissal times and composition of children necessitates that the afternoon routes differ from the morning routes. Hence, you may find that your children take different buses in the mornings and afternoons. Students of all grades ride to school together in the morning. On the way home, there are 2 sets of buses catering to the Elementary School students and the Middle School/High School students.
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**Q3: Why is it that my child is not the last to be picked up though my address is the nearest to school?**

**A3:** As per Q1 and Q2 above, bus timings are subject to the composition of families served by that particular bus. It is not practical to have pick-up and drop-off positions dependent on the distance of the place of residence from the school. Travel routes and road conditions have to be considered first. In order to balance the varied interest of the many families served by a particular bus, we do not implement any queuing system or fix bus positions just by distance.

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**Q4: Why is the bus taking a longer journey time than if I travel by car?**

**A4:** Buses are constrained to travel at a speed of not more than 60 km/h and must stay in the leftmost lane. In certain roads, the speed limit could even be lower. Buses are also less manoeuvrable and should not (for safety reasons) swerve in-and-out of traffic and change lanes at will like a car. Moreover, the time taken for embarkation and disembarkation of the children at the various locations will add to the overall journey time of the bus. Hence, there is no equitable comparison with cars or taxis which provide doorstep and point-to-point transport service.

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**Q5: Why can't the bus come into the condominium compound or to the front gate of my house?**

**A5:** As a rule, for private condominiums all buses do their pick-up and drop-offs at the guardhouse or gate barrier. Due to the journey time and cost considerations, our buses are not able to provide 'doorstep-service' like a taxi. Also, certain condominiums and private housing estates have narrow roads that prevent our larger sized buses from going nearer to the residential block or house. During rainy weather, our drivers have been instructed to do their pick-ups and drop-offs at a sheltered area provided it is safe to do so.

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**Q6: Why is my child's bus journey time so long?**

**A6:** Journey times are measured from the time the child alights the bus to the time that he/she disembarks at the school or home. On average, the majority of children experience journey times within the constraints and service levels determined by each school's governing contract with us. A common misunderstanding of families is to measure journey times with respect to the first bell or dismissal bell of the school.

In the morning, buses arrive in school about 5 to 20 minutes before the first bell. Depending on the size of the frontage of the school, it may not be practical to have all the buses arrive at the same time, which may lead to traffic congestion.



In the afternoons, buses only leave the school gates 15 to 20 minutes after the dismissal bell to allow the children sufficient time to board the buses. In certain situations, some buses may even be held back to resolve discipline problems or other cases.

For families that stay further away or are in areas without a critical mass of bus riders, we are committed to provide transportation coverage for them within reason. These families may then have to have longer journey times than average.

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**Q7: How much notice is needed when I intend to change my place of residence or when I am a new applicant for transport service?**

**A7:** We require a minimum notice of two weeks in order for us to plan and arrange for transportation service. The notice given must include the actual start date or date of move and the address information. Also, families that intend to change their transportation pattern should inform the transport office as early as possible.

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**Q8: Who will take care of my children while they are on the bus?**

**A8:** During travel to and from school, there will be a female bus Monitor on board each bus to supervise the children. They are our eyes and ears during the bus journey, and their primary duty is to

maintain discipline on the bus and to ensure that the children behave in a safe manner. **We would appreciate if parents would counsel their children on the bus rules so that each rider may have a pleasant ride.**

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**Q9: Am I allowed to put my child on a different bus for a stay-over at a friend's place?**

**A9:** As a rule, we do not allow children to take different buses from their regular assigned buses. For situations where parents have to be away from home, and if capacity permits, we will make arrangements for the child to take a different bus. However, first priority assignment of seats is still given for the riders on their regular buses. Therefore, families with children who require switching bus must apply and seek approval from the transport office before doing so.

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**Q10: What decides the size of buses used for transport service?**

**A10:** Bus sizes are decided depending on a few factors, which include:

- Number of children requiring transport service in a particular area
- Journey times

- Width of service roads leading to the residence with respect to bus sizes

It is not economically viable or practical to have all small buses or all big buses serving the school. In order to accommodate new families who apply for bus service, and those that change their residential address, we may, periodically, require changing the bus serving you in terms of its size and its timings.

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**Q11: Why are buses late at times?**

**A11:** Late buses are due to a variety of reasons. They include: traffic congestion, parents arriving late to receive their children at the designated pick-up point, bus breakdowns, etc. In the interest of better customer service, we will call to inform families about late bus arrivals whenever possible. Families who require quicker information may contact us.

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**Q12: Are your buses fitted with seat belts?**

**A12:** Yes, our buses fitted with seat belts. There will be times where a temporary bus will be called in to service the school. These temporary buses will then require at least 1 weeks' time to have seat belts installed on them. In Singapore, seat belts are only mandatory for the 10 seats buses.

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**Q13: Will the bus wait for us if we are late?**

**A13:** Buses will only wait for about a minute in the mornings before driving off. This is to avoid unnecessary delays for other passengers and for the bus to arrive at school on time. For the ride home, young children must be received by an adult. Otherwise, they will be sent back to school to wait for the parent to pick them up. This is to ensure that proper supervision is available for the younger children.

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**Q14: What insurance coverage is provided for my child?**

**A14:** Singapore law requires each bus to maintain a Third Party Vehicle Insurance coverage. This insurance is unlimited. No vehicle is permitted on the road without having purchased this insurance. In addition, we also have a ten (10) million Singapore dollars Public Liability Insurance that will also cover for accident claims on our buses. Our insurers increased our coverage to ten (10) million from the initial amount of only one (1) million some years ago because of our good school bus safety record.

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**Q15: How do we know that the buses are safe for our children?**

**A15:** Regular inspections are done by the company. Inspection of seat belts, first aid kits, fire extinguishers and cleanliness are made to ensure the safety of the children. Also, every bus will be inspected annually by authorised inspection centres to certify that the bus is safe for travel as required by law. Our buses are sent to the inspection centers twice a year; a higher standard than what is mandated by law.

**Q16: How do you ensure that my children get on the right bus?**

**A16:** ID Tags will be issued for K, Pre-K and Pre-S children. Parents are required to ensure that the children have their bus ID tags during travel. This will then prevent children from boarding the wrong bus and causing unnecessary delays during dismissals. For the other children, it is their responsibility to check with the transport office for their bus assignments. At the beginning of every school year, such information will also be given to families through the Email or SMS. For future changes to bus assignments, notification will be made by phone. Also, an updated tag will be passed to the class teacher on the day of change. To prevent unnecessary confusion, please help to ensure that outdated tags are discarded promptly. The onboard computer on the larger buses will also sound an alarm if the student scans their bus pass on the wrong bus.

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**Q17: Are there assigned seats?**

**A17:** In light of the Covid-19 situation, your child seating arrangement will be assigned accordingly. There will be fixed numbered assigned seats for all riders *(to enable contact tracing where necessary)*

- Siblings must sit together.
- Riders will be assigned seats with students in the same grades with lower grades seated towards the front and higher-grade students will be seated towards the rear of the bus.
- Single riders are assigned a seat according to their grade.

Also, school bags should be placed below the seats and not on the seats.

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**Q18: Where are the pick-up and drop-off points?**

**A18:** For condominiums, the pick-up and drop-off point is usually at the security guardhouse of the condominium. For landed houses, provided that the access road is suitable for the bus serving you, the pick-up point should be at the front of the house. Where roads are narrow, you may be required to walk your child to the nearest suitable bus stopping area.



## Bus Fares and Modes of Payment:

### **Q1: How do I determine the bus fare for my child?**

**A1:** The bus fare is determined by the governing transport contract between the school and us. Please contact us for the exact details relevant to the school that your child is enrolled.

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### **Q2: What modes of payment do you accept?**

**A2:** At present we accept cash or cheques for payment. However, for control purposes, we prefer that families issue non-negotiable cheques to be made out to the payee as stated on the invoice. For companies, GIRO arrangement is also possible. Families or companies that make payment by overseas wire transfer or in foreign currency will have to bear any miscellaneous charges associated with this mode of payment.

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### **Q3: My Company is paying for the bus fare. How do I arrange for the invoice to be sent to my company?**

**A3:** Please indicate on the registration form that the company is the one that we should invoice. You will need to provide all relevant details on the form. This will be taken as the standing

instruction until notified otherwise in writing by the family.

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### **Q4: Are there any discounts for families with more than one child requiring bus service?**

**A4:** Each child occupies a seat according to the terms of the school contract with us. Therefore, we are unable to provide discounts for families with more than one child.

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### **Q5: When should payment be made?**

**A5:** Payment should be made by the due date as stated on the invoice. We reserve the right to impose late charges or discontinue transport service to families that do not make payment. Families who require special consideration should contact us in writing stating the reasons for extending the due date for payment.

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### **Q6: What payee name should I issue on the checks?**

**A6:** Please issue checks to “Yeap Transport Pte Ltd”.

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### **Q7: Can I make payment by cash?**

**A7:** Yes, you may make cash payment at the Transport Office.

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**Q8: I would like to pay by Giro. How can I do so?**

A8: Payment can be made by Giro through the following banking details:

**Bank Name:** DBS

**Account's Name:** Yeap Transport Pte Ltd

**Account's No:** 019-900-5352

**Branch Code:** 019

**Bank Code:** 7171

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## Cancelation/Withdrawal Procedure:

**Q1: How do I withdraw from bus service?**

A1: You must inform us in writing at least two weeks in advance of the withdrawal date.

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**Q2: Is there any refund?**

A2: A refund of the balance of fare paid for the outstanding period based on the number of weeks is applicable if written notification is given to the Transport Office at least one month prior to the termination of the bus service.

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a) Refunds will not be made for students who are suspended from School.

b) Refunds will not be made if the student is withdrawn from the service without submitting advance notification

in writing at least one month before the termination date.

c) Refunds will not be made when the option is given to use a taxi service, as applied in *\*REIMBURSEMENT*

*\*REIMBURSEMENT – Parents are entitled to reimbursement of taxi fares when approval has been given by the Transport Office. Parents who wish to make arrangements other than the taxi service permitted by the Bus Office will be reimbursed a taxi- fare equivalent for the journey.*

d) Partial refunds will be offered under Force Majeure conditions and/or when legislated by the government after consultation with the school administrators. Partial refunds will be offered from costs saved due to the inability to operate the school bus routes such as fuel and maintenance costs. A full refund cannot be made as the bus operators have to continue with servicing monthly fixed costs such as the financing of the bus, bus insurance and bus crew salaries in order to ensure that the service can continue after the crisis is over. For the avoidance of doubt, Force Majeure conditions shall include but are not limited to the suspension of bus services due to the government-mandated shift to Home-Based Learning or otherwise during the COVID-19 pandemic.

Q3: Are there any cancellation charge?

A3: There are no cancellation charges.

## Our Commitment

**Young Bus Fleet:** Our bus fleet consists of over 120 fully air-conditioned buses and the average age of the buses is 5.5 years old (government legislation permit school buses up to 20 years of age).

**Safety:** All our buses are inspected at LTA approved inspection centers thrice a year (other bus companies perform this only once a year).

**Comfort:** Our bus crew clean the school buses at the end of each school day. Bus journey time is capped at 55 minutes for families residing in the usual districts. Smaller vehicles are used in low density districts and districts further from school to minimize travelling time.

**Environmentally Responsible:** Our young bus fleet uses only Euro 4 and 5 diesel engines which produce lower amounts of emissions such as carbon, Sulphur and PM2.5 particulates which are harm to young people. We also minimize engine idling time which results in cleaner air quality at the loading zone within the school.

**Female Bus Monitor:** There is a female bus monitor travelling on the bus. They are our eyes and ears on the bus (reporting good and bad behaviors) and will provide the necessary assistance to their passenger.

**GPS Tracking:** We track our buses to enable us to respond immediately towards any emergencies, delay due to traffic conditions and to encourage safe driving habits.

**Training:** We train the bus crews using the latest safety program from the US. The good practices of the bus crew from the US to serve to enhance our services and security.

**CRM:** Our experienced staffs are trained to serve customers with integrity and compassion. We aim to respond to all queries within 24-hours. Routes concerns may take longer to rectify as there may be a need to test new routes and explain changes to current families who may be affected in the event of changes to existing route.