


TRANSPORT POLICY		 SUNMARKE SCHOOL Where Amazing Happens™	
Applicable to	<input checked="" type="checkbox"/> Schools <input checked="" type="checkbox"/> Nurseries		
Teams / Individuals	<input checked="" type="checkbox"/> Academic Staff <input checked="" type="checkbox"/> Administration Staff		
Publishing Channel	<input checked="" type="checkbox"/> Parents' VLE <input checked="" type="checkbox"/> Staff Dashboard <input checked="" type="checkbox"/> Website <input type="checkbox"/> Dept. Micro-site		
Linked Policies	Admissions & Fee Policy Health & Safety Policy		
Linked Documents	Permission to Travel Home Unaccompanied Form		
Updated By	Latest Publish Date	Monitoring Cycle	
Dr Neil Hopkin	August 24	Annual	
Version No.	Amendments		
1.0	Informative posters added		
1.1	Logo Update		
1.2	Clarification on travelling home unaccompanied		

INTRODUCTION

Sunmarke School availed the service of My Bus Transport Services LLC to handle the transport of students to/from school. My Bus is independent of the Fortes Education schools and is operated entirely separate from the school. The Services are offered in cooperation with the school in relation to the enrolled students entirely for the convenience of parents/guardians of the students.

We assure all students using the transport company, **My Bus Transport Services LLC**, a safe and secure journey.

The primary purpose of the school transport system is to facilitate the transportation of eligible students from the vicinity of their homes to school. 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.

School buses are equipped with good air conditioning systems, safety belts, CCTV cameras, and GPS devices. The bus is under surveillance and always recorded for quality purposes and for the safety and well-being of all our bus passengers.

LICENCES & COMPLIANCE

- The school transport follows all applicable rules and regulations set by Dubai Road and Transport Authority and other relevant local UAE government agencies.
- All bus drivers and bus monitors are legally licensed and underwent RTA-required training. Additionally, Sunmarke also provides training on first aid and fire safety.

SUGGESTIONS & FEEDBACK

All recommendations and suggestions from parents are welcomed.

BOOKING A BUS SERVICE

New Bus Registration

Transport service for all new EYFS bus students will start later than the rest of the new bus students. If any new EYFS bus students are found to be unsettled in school, the Head of EYFS will determine when the child can start the transport service. This will allow the EYFS students to settle into their new unfamiliar environment and ensure that every student using the transport services is comfortable and well-settled.

At the beginning of the academic year, all new bus students will start their bus service on the 2nd day of the start of the academic year during drop off (afternoon) school to home route.

Re-registration of Bus Services

Prior to the end of the academic year, existing bus students are required to re-register their interest in availing the bus service for the next academic year by 31st May. This shall place them on priority for bus seats. Confirmation of re-registration is subject to payment of AED1000. This amount will be adjusted against the Term 1 transport fee.

Parents who have not paid the transport re-registration fee will be placed on a waitlist and bus seats are subject to availability now be allocated on a first-come first-serve basis for those families who wish to reserve places after the deadline date of re-registration. Therefore, it is critical if you want to continue to use the bus service for the next academic year you contact the school transport team.

All existing bus students will start their bus service on the first day of school in the morning provided that they have re-registration and full payment of the transport fee is made on or before 11th August. Failure to pay on time will incur a deferred start date of 15th September.

Confirmation of Bus Service

Confirmation of bus service is subject to payment of full transport fee. Bus seats are allocated on a first-come, first-serve basis and subject to availability of seats, routes and travel times.

Deferral of Bus Service

At the beginning of every academic year, any payment made after 11th August will result in deferral of the bus service until 15th September.

BUS SERVICE FEE PAYMENT

Parents are required to pay the relevant fees for the Bus Service as set out in the Transport Fee to My Bus in advance and prior to the beginning of every academic term no later than the following dates:

Term 1:	1st August
Term 2:	15th November
Term 3:	15th February

Transport will only start 1 week after we confirm receipt of payment of bus fee with accounts for students who joined within the academic year. This will allow us to prepare all the necessary procedures to ensure the health and safety of all students availing of the bus service.

BEGINNING OF THE ACADEMIC YEAR ARRANGEMENTS

Existing parents who paid the bus fee by 11th August will be able to immediately start their bus service at the beginning of the academic year. Any payment made after 11th August; the bus service start date will be deferred to 15th September.

DROP OFF / PICK UP PROCEDURES

Parents/guardians should be ready and at the collection point at least 5 minutes before the bus scheduled pick-up/drop-off and hand-over or collect the student from the bus monitor at the bus door.

The school bus will wait for the student for a maximum of 1 minute before they proceed to the next stop as waiting too long would mean the remainder of the trip will be late and therefore disrupt the schedule of other bus students. The bus monitor will call both parents with 3 rings and if there is no answer, the driver will sound the horn twice before leaving.

Should your child be late to the Collection Point **more than 3 times per academic term**, My Bus reserves the right to revoke the Bus Service for your child. No refund of Transport Fees will be made for any non-use of the Bus Service in these circumstances.

If no authorised adult is waiting at the collection point, the school shall bring the student back to school and it will be the responsibility of the parent to arrange separately the collection of the child from school. Additional charges may apply for a late stay.

Buses will neither leave from collection points ahead of schedule nor be able to wait at pick-up points after the allotted time. However, owing to unforeseen traffic delays, buses may arrive at pick-up and drop-off points behind assigned time.

BUS TIMINGS

Pick-up and drop off timings are based on route optimisation to serve all students within the area and will be communicated to parents. The timings are subject to changes depending on the number of students travelling by bus, the location of the residence, the cooperation of bus parents on being on-time and the traffic conditions.

Secondary students must be in the bus parking area by 3.35pm, failing which, the bus will leave on time at 3.40pm to avoid delays.

CHANGES TO BUS ARRANGEMENTS

Parents must inform the School's Transport Office via Parent VLE where possible before 11am at least 1 day in advance of the absence, or failing this, before 6.30am on the day of absence if the bus child is not going on the bus. Alternatively, for Fortes Education Schools you can log in your child's planned absence via the School's Virtual Learning Environment (VLE). The Bus Service will resume only after you inform the School's Transport Team (or notify the School via the School's VLE if applicable), that you would like the Bus Service to resume.

Parents who wish to personally collect their child from School must inform the School's Transport Office before 11 am at least 1 day in advance via Parent VLE. Any changes after 11am, one (1) day before will not be accepted, and the Services will be provided as scheduled.

For safety reasons, only registered bus students are allowed to be on the bus and bus transfers are not allowed e.g., play date. Bus drop-off is only based on the registered address at the time of registration. If you wish a permanent change of location, please refer to Changes to Residential Address section.

No refund of Transport Fees will be made for any non-use of the Bus Service in any circumstances.

TRAVEL HOME UNACCOMPANIED / CHANGE OF AUTHORISED ADULT

Parents are responsible for notifying the transport office if there is a change of authorised person who will collect the child from the bus monitors from the agreed collection point.

Parents who wish their child to travel home from the bus drop-off area must complete the appropriate consent form. Only Year 4 and above students will be allowed to travel home unsupervised by an adult. Younger students can go home with their older sibling; however, the sibling must be in Year 4 or above.

CHANGES TO RESIDENTIAL ADDRESS

Prior to changing home addresses in the middle of the academic year, parents must contact the Transport Office and allow a week in advance to confirm the availability of bus service and its bus timings. Please note that confirmation is subject to availability of seat and route, however, the transport team will endeavour to try their best to accommodate any requests. Be aware the transport fee is non-refundable and non-transferrable should parents decide to stop using the service during the term, this may include the new relocation not being covered by our bus service.

COMMUNICATION TO ASSIGNED BUS

Parents are required to direct all enquiries and communication through the Transport Manager/Coordinator via the Parent VLE APP. We discourage parents from calling the school bus mobile while enroute to/from school unless it is an emergency.

STUDENT WITH CONTAGIOUS DISEASES

Students who are sick or suffering from any contagious disease as defined by Dubai Health Authority (DHA) should refrain from using the bus service to ensure the safety of other students. Parents may be required to provide a medical clearance certificate to the school nurse from their medical practitioner to confirm they can resume the bus service.

BUS ROUTES & TIMINGS

Pick-up and drop-off timings are based on route optimisation to serve all students within the area and will be communicated to parents accordingly. The timings are subject to change depending on the number of students travelling on the bus and their residential location.

During the first week of the beginning of the academic year, the bus students' timings will change as we get more students coming to avail the bus service. Where necessary the school can opt for additional route, however this is subject to demand.

Bus routes are optimised, and bus students' timings shall be based on residential location and distance, the total number of students, and the total journey of the bus. We will endeavour to accommodate parents' requests, however, please note that it is not always possible to change the bus student pick-up/drop-off order.

BUS SEATS ALLOCATION

According to RTA Dubai School Transport Manual, the front seats are designated for boys and the back seats are designated for girls. EYFS Students shall be seated in the middle.

CANCELLATION OF BUS SERVICES

Termination of bus services shall not give rise to any liability whatsoever on the part of the School or My Bus, nor will any Transport Fees be refunded, unless the Termination is because of gross negligence or serious misconduct on the part of My Bus. In such instance, any Transport Fees prepaid but unused as of the date of Termination shall be refunded to you by My Bus.

STUDENT BEHAVIOUR

To ensure the safety of all bus students on the bus, bus students are expected to adhere to certain behaviour protocol.

- report to collection points on time to avoid delays;
- behave courteously at all times and help fellow bus students;
- fasten seat belts at all times;
- refrain from eating and littering inside the bus;
- to follow the instructions of the bus monitor especially in the event of an emergency
- only secondary students are allowed to use their mobile with their earplugs on while on the bus

All reported behaviour shall be logged onto the school CPOMS.

If a student is found to have caused damage to the bus or the property or belongings of a fellow student on the bus, then, the parents will be required to compensate adequately for the repair or replacement of the damaged item.

EXCLUSION TO BUS SERVICE

In accordance with the RTA guidelines, the school principal may exclude any student from the school transport service in any of the following cases:

- a) If a student causes the delay of a trip more than three times in one school year.
- b) If a student violates any safety rule and endangers the lives of others during the trip.
- c) If a student refuses to ride a bus from a pickup point approved by the school.
- d) If a student leaves the bus before reaching his/her designated destination without prior permission.
- e) If a student continues causing disturbance and more than three written complaints are filed against him/her during one school year.
- f) A general lack of respect for the co-passengers.
 - The school shall provide a transport service to all students who wish to use the school Transportation, subject to a minimum of 15 children opting for the bus service on that route.
 - The school reserves the right to determine the bus stop selection and the bus time for the students. Parents' intervention on this matter will not be entertained.
 -

STUDENT OF DETERMINATION

Parents are responsible for informing the transport team if their child is of determination prior to booking the bus service. A member of the inclusion team will assess the child and a member of the SLT team shall confirm with the transport manager if the student is able to come with the school transport.

RESPONSIBILITIES

Transport Manager / Coordinator

- Conducts a final check on all buses prior to parking for the day
- Plans bus routes and timings in collaboration with the bus drivers
- Notify members of the SLT of any bus students' behavioural issue and logging them onto CPOMS
- Conduct training for bus drivers and bus monitors
- Updates bus students' records
- Communicate to parents about changes to any bus procedures and policies
- Handles bus parents' queries, issues and concerns
- Ensure that all RTA compliance requirements are met
- Ensure student safety and safeguarding
- Allocate seating arrangement

Bus Monitors

- Tracks the student attendance using the school bus app
- Accounts and verify all bus students prior to departure
- Check Bus mobile for instructions from Transport Manager / Coordinator
- Collects/Drop-off FS to Year 1 students from their classrooms
- Manage student behaviour on the bus while enroute to/from the school
- Report behavioural issues to the transport manager
- Ensure that the bus student is hand-over to the authorised adult
- Contact parents should the child is not at the collection point
- Direct the driver to the next pick-up/drop-off points
- Monitors bus students and ensure their health and safety by wearing seatbelts at all times
- Conduct checks at the end of every trip and ensure no students or their belongings are left inside the bus.
- Help students boarding / alighting from the school bus from their authorized adult
- Inform transport manager for any safeguarding issues e.g., no authorized adult at collection point

Bus Drivers

- Perform checklist to ensure bus is ready for the trip
- Coordinate maintenance of the bus with the vehicle maintenance coordinator
- Drive safely by following traffic rules and regulations
- Use the electronic Stop Rod when picking up / dropping off students
- Keep the school bus in a clean condition
- Arrive on or in time and inform the transport manager if there are any delays
- Never use mobile while driving
- Maintain hygiene and wear official uniform
- Assist bus monitors for any traffic movement where necessary.
- Assist the bus monitor in ensuring student safety during an emergency evacuation

Parents

- Parents ensure that they are in the pickup/drop-off collection point 5 minutes early. Any delay on the part of the parent, the parent must deliver the child to school without holding the driver accountable.

- Parents to help train and educate their children on the importance of traffic safety and listen to the instructions of the bus monitors.
- Allow children to participate in Bus Emergency Evacuation drill as instructed by RTA
- Inform the transport manager for any changes to the bus arrangements
- Inform the transport team via the Parent VLE App if the student is absent
- Notify the school for any changes to authorised adult at the collection point
- Notify the transport manager of any offense or negligence by the driver or bus monitor
- Responsible for students returning to school due to no one at the collection point.
- Authorise pickup up must present their GREEN LANYARD for easy identification
- Update school with parents/guardian contact details and residential address.

Students

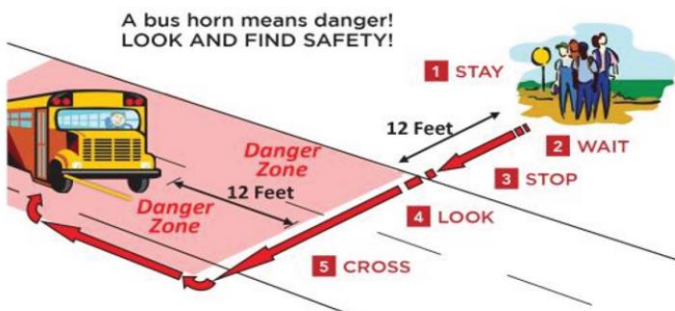
- When at the pick-up point, always wait sensibly, off the road.
- When the bus arrives, wait for it to stop. Never push or rush for the door.
- On a school bus, remain seated with the seat belt on for the whole journey.
- Keep the school bag and belongings away from the aisle.
- Maintain silence so as not to distract the driver
- Refrain from eating, drinking and littering inside the bus.
- Never damage or vandalize any part of the bus.
- Never operate the bus doors or exits except in an emergency.
- Do not touch the emergency hammer or fire extinguisher.
- Always follow the instructions of the bus monitors, especially during emergency evacuation
- If there is an accident, stay on the bus until you are told to leave.
- If it is unsafe to stay on the bus, then leave via the Emergency Exit or on the instruction of the bus monitor/driver.
- Always get off the bus and check traffic carefully, taking all belongings with you.
- Never cross the road in front of or close behind the bus.

CROSSING THE STREET TO BOARD THE SCHOOL BUS



Crossing the Street to Board the School Bus
Student and Parent Instruction

- 1 STAY:** on your side of the road, 12 feet away from traffic.
- 2 WAIT:** for the bus to stop and the stop arm to extend. The driver will be holding his left palm up for you to wait for traffic to stop.
- 3 STOP:** and look for the traffic both ways, then check again. When it is OK the driver will give you a "Thumbs up" and then point in the direction you will walk to cross the street.
- 4 LOOK:** for moving traffic both ways as you walk directly across the road.
- 5 CROSS:** 12 feet in front of the bus in full view of your driver. Be careful in the danger zone and board the bus without delay.



Crossing the Highway is DANGEROUS - Cars May Not Stop!

Your life depends on the following:

- You must **LOOK BOTH WAYS** for moving cars. If a car is moving, do not step into the road.
- **PAY ATTENTION!** Take ear buds out! Don't talk or text!
- If you hear the **HORN**, look and find safety!
- **PARENTS**, even if your are crossing with your child, please follow these same steps.

For more information contact, School Transport Office

Regent: +971 4 360 8830 (321)

Sunmarke: +971 4 423 8972

MORNING PICK UP



Crossing the Street when Exiting the School Bus Student and Parent Instruction

Crossing the Highway is DANGEROUS - Cars May Not Stop!

Your life depends on the following:

- You must LOOK BOTH WAYS for moving cars. If a car is moving, do not step into the road.
- PAY ATTENTION! Take ear buds out! Don't talk or text!
- If you hear the HORN, look and find safety!
- PARENTS, even if your are crossing with your child, please follow these same steps.



- 1 LOOK:** for traffic in all directions, especially to your right, before you step off the bus. Car sometimes pass on the right side. When OK...
- 2 WALK:** away from the right front of the bus in full view of your driver. going past the extended bus crossing arm. Then stop and...
- 3 WAIT:** Your bus driver will be holding his right palm up for you to wait until all traffic is stopped.
- 4 STOP:** When it is OK to cross, the Driver will give you a "Thumbs up" and then point in the direction you will walk to cross the street.
- 5 LOOK:** for moving traffic as you promptly cross and move 12 feet off the road.



AFTERNOON DROP OFF

BLIND SPOT / DANGER ZONE

It is important that parents and students are aware of the most dangerous areas around the school bus. These are the ones that are close to the tyres and right in front of the school bus. **Remember! The driver cannot see you in the "danger zone".**

