

SCHOOL BUS TRANSPORTATION POLICY

PURPOSE:

School Bus Transportation contract has been designed to

- Provide **convenient, reliable, comfortable and safe mode of transport for the students.**
- To inform all stakeholders of the rights & responsibilities of key individuals using the transport system.

There is a zero tolerance for non-compliance with the safety measures set out within this policy. The policy/Contract is in line with **SPEA Bus safety guideline of Administrative Decision No. (17) of 2019**

RESPONSIBILITY/ PROCEDURES:

SCHOOL RESPONSIBILITIES

1. Parents need to confirm the registration of their child/ren for the bus service at the time of renewal/registration.
2. Buses will operate with as near to maximum passenger capacity as possible.
3. Routes will be established to provide the shortest possible average journey times. No route should take longer than 1 hour from the starting point to the destination. The areas that buses will cover are those specified by the school., the trip is expected to exceed one hour in case of emergency (traffic jam, foggy days e.g.)
4. Once the routes have been established and operated for a few days, pick-up and drop-off times and places will be finalized and informed to parents (subject to any necessary changes later). Bus drivers will endeavor to adhere to agreed times and places.

Note: Routes are established or modified by the Transport Supervisor in coordination with the school Office Manager.

5. The parents will be notified on the arrival/Pick up timings and reminders via Maaman App.
6. Incase of any snag in Maaman app, Bus assistants will give the parents a missed call 5 minutes prior to arrival at drop-off times. This applies for students from KG 1 to Gr. 4 only.
7. In the morning, buses will wait for students at the agreed time and place for a maximum of 2 minutes in order not to create delays. In the afternoons, buses will wait for a maximum of 2 minutes for a parent/guardian to pick up their child (for students from KG 1 up to Gr. 4). If the parent/guardian is not present at the agreed place and at the agreed time to pick up the child, the driver will return the student to the school after he or the bus assistant has called the parent/guardian and there was no response. The parent/guardian must then collect the child from the school.
8. Each bus will have RTA/SPEA approved bus assistant to supervise the children.
9. The buses will be comfortable and maintained in a clean and safe condition.
10. Transport department will communicate via Maaman App with parents with minimum delay in the case of any problems, delays or accidents.

11. Drivers and assistants will be given clear and specific job descriptions and any necessary training. There will be disciplinary procedures for drivers and assistants who fail to abide by the school policy.
12. Bus drivers are not allowed to take mobile phone calls while driving.
13. **Students with chronic health issues may be refused bus services for the health and safety of themselves and fellow students.**
14. The school may prevent any student from using the school transport service if the parents refuse to sign the Parental undertaking form (Refer Page 6).
15. The school has the right to suspend the transport service during the semester, after informing the parent, in the following cases:
 - a. If the student violates safety regulations or endangers himself, his life or the lives of others during the trip.
 - b. If the student misbehaves, causes disturbance or engages in any inappropriate or hostile behavior towards other students, the supervisor or the driver.
 - c. If the student delays the trip more than three times per academic year.
 - d. If the student violates any safety instructions and endangers others during the trip.
 - e. If the student refuses to get on the bus from the student gathering area previously agreed between the parent and ISCS/ASCS.
 - f. If the student gets off the bus before arriving at the destination without prior permission.
 - g. If the student's misconduct is consistent and more than three written complaints have been submitted.
 - h. The parent fails to pay the prescribed fees.
 - i. If the student causes damage to the school bus, such as destroying seats, tampering with safety equipment and breaking glass etc.

PARENTS RESPONSIBILITIES

- 1) Parents shall read and sign an undertaking of School Bus Transportation Contract/Parental undertaking form and commit to make the payments as per the agreement between the parties and pay the initial fees on the days specified by the school. This applies to both new and returning students.
- 2) The Transport supervisor will be kept fully informed, in writing, by phone or in person, of any change in the information given by parents at the beginning of the school year. Parents must use the form provided by the Transport Office for these changes. Information changes include:
 - a. Address changes - 10 days' notice is required to allow for changes to bus routes. The school cannot guarantee that the bus service will be available from the new home address.
 - b. Temporary changes to pick-up or drop-off points or times
 - c. Occasions when you do not want your child to travel on the bus – parents must notify the Transport Supervisor. It is especially important to also inform the Phase Reception OR Phase Supervisor.

- 3) Receiving their children, who are in fourth grade and below, from the Supervisor on the scheduled times, whether in person or through another person on their behalf which needs to have prior approval and authorization with the school.
- 4) The driver and the Bus assistant shall be entitled to return the student back to school, if his/her parents or any previously authorized person were not waiting for the student when he/she returns to his/her home. The responsibility for the consequences of such act shall fall on the parents of these Students.
- 5) Pick up the student from school if he/she has been returned due to the absence of the parent at the drop off point.
- 6) Children will be met at the agreed drop off points & at the agreed time. If the parent/guardian is not present at the agreed place and time to pick up the child (Students from KG1 up to Gr. 4), the driver and the Bus assistant shall be entitled to return the student to school after assistant has called the parent/guardian and there was no response. The parent/guardian must then collect the child from the school.
- 7) Paying the costs of repairing the bus for any damage caused by their children if such damage is proven by conclusive evidence.
- 8) Educating your children on the importance of ensuring their safety during the trip, especially while waiting for and getting on/off the bus, and adhering to the following:
 - a. Being present in front of their homes or assembly points before or at the specified time.
 - b. Refraining from violating traffic safety regulations or from exposing their lives or the lives of other people to danger during the school trip.
 - c. Refraining from leaving the bus before reaching the school or the specified arrival point’.
 - d. Sitting on their seats throughout the trip and fastening their seatbelts thoroughly.
 - e. Refraining from any misconduct, causing inconvenience or participating in any problems or aggressive behaviors.
 - f. Maintaining the cleanliness of the bus.
- 9) Get the children to the School Bus or gathering point at the specified time. In the case of any delay, the parents shall be responsible for getting their children to ISCS/ASCS without any liability on the driver.
- 10) Undertake to prevent their children from using the school transport service if they violate the laws and regulations.

Oral instructions are not considered binding, and information must be channeled via email and official platforms including calling the concerned personnel .

Children must be brought to the dropping and boarding points prior to the set time to avoid any delay and with their guardians .

The transport supervisor will remain fully informed, in writing, by phone, or in person, of any change in information provided by parents at the beginning of the school year. Parents should use the form provided by the Transport Office for these changes

STUDENTS RESPONSIBILITIES

1. Buses will be boarded promptly after school and will leave 10 minutes after the bell has rung at the end of the school day. If students are late to board the bus, parents must come to pick them up from school. The driver will not be held responsible for returning to the school to collect late students.
2. The buses must be accessed only via the pedestrian walkways. Once the bus has left, children must not run after it.
3. Students will not attempt to give instructions to the bus driver contradicting the agreed and established routes and times.
4. Students are assigned seats and must use only the seats assigned to them.
5. Students should use the seatbelts.
6. Bags and coats etc. will be placed under the seats or on the racks; the bus aisles must be kept clear.
7. Items left on the bus will be collected from school the following day. Drivers are not allowed to return to drop-off points to drop those items.
8. Students will respect the authority of the bus driver and the bus assistant and follow all instructions.
9. Students must remain seated at all times unless boarding or leaving the bus.
10. Students are expected to use respectful language all the time.
11. Students using the bus will behave sensibly and responsibly. There should be no disruptive and bullying behavior. Unsafe toys, hazardous materials, mobile phones and music players are not allowed.
12. The bus will be left in a clean and tidy condition at the end of the route.
13. Students should respect the bus belongings. Any damage caused to the buses by students will be paid for by their parents.

DISCIPLINARY PROCEDURES

Violations المخالفات	Action taken الإجراءات المتبعة	
	Students	Parents
Level 1 Violations مخالفات المستوى الأول	Verbal warning, Article 8 of the Code of Conduct applies in case of repetition إنذار شفوي ، وتوثق الحالة وفي حال تكرارها تطبق لائحة السلوك المادة الثامنة .	Verbal notification via phone by phase supervisor اتصال هاتفي عن طريق المشرف
Level 2 Violations مخالفات المستوى الثاني	Written warning, short suspension (1 - 3Days) from the bus suspension. Article 8 of the Code of Conduct applies in case of repetition إنذار خطي، حرمان مؤقت لمدة قصيرة من خدمة المواصلات وتوثق الحالة وفي حال تكرارها تطبق لائحة السلوك المادة الثامنة .	Written notification & phone call by phase supervisor/social worker اتصال هاتفي عن طريق الأخصائية وتوقيع الإنذار الخطي

Level 3 مخالفات المستوى الثالث	<p>Written warning, one week suspension from the bus service. Article 8 of the Code of Conduct applies in the case of repetition and after conducting a disciplinary committee.</p> <p>إنذار خطي ، حرمان لمدة أسبوع من خدمة المواصلات وتوثق الحالة وفي حال تكرارها تطبق لائحة السلوك المادة الثامنة بعد انعقاد مجلس الضبط .</p>	<p>Written notification and meeting with the phase Director/Social worker/OM</p> <p>اجتماع مع مدير القسم ، الأخصائية الاجتماعية و مدير المواصلات – توقيع الإنذار الخطي</p>
Level 4 Violations مخالفات المستوى الرابع	<p>Permanent suspensions from the bus service Applies to failure to response to above disciplinary actions</p> <p>Article 8 of the Code of Conduct applies in case of repetition and after conducting a disciplinary committee</p> <p>حرمان دائم من خدمة المواصلات تطبق في حال عدم الالتزام بالإجراءات التأديبية المتبعة وتوثق الحالة وفي حال تكرارها تطبق لائحة السلوك المادة الثامنة بعد انعقاد مجلس الضبط .</p>	<p>Written notification and meeting with the principal</p> <p>اجتماع مع مدير المدرسة</p>

** Notes ملاحظات هامة

- For serious offences (physical and emotional), the school reserves the right to take the needed disciplinary action before exhausting the above-mentioned steps.

تحتفظ المدرسة بحقوقها في اتخاذ الإجراءات التأديبية المناسبة ودون التقيد بالإجراءات المذكورة أعلاه في حال ارتكاب الطالب مخالفة خطيرة لقوانين الحافلات المدرسية .

- Parents are strictly not allowed to personally discipline any bus student by personally approaching them in the bus. For any concerns, parents are advised to directly contact the school transport department or respective phase supervisor.

لا يحق لأولياء الأمور التواصل المباشر مع طلاب الحافلات بغرض ضبط سلوكهم. و عليهم التواصل مع إدارة المدرسة مباشرة إذا ما استدعت الحاجة لذلك.

COMPLAINTS PROCEDURE

Parents wishing to complain/ comment about any aspect of the bus service should contact the school Operation Manager. Parents may also fill out a “Complaint Form” available at any of the school’s reception areas. Complaints will promptly be dealt with.

إجراءات تقديم الشكاوي

على أولياء الأمور الراغبين في تقديم شكوى أو اقتراح حول خدمة الحافلات الاتصال بإدارة المدرسة أو مشرف المواصلات أو المشرف

الإداري ، كما يمكنهم ملء نموذج الشكوى المتوفر في مكاتب الاستقبال في جميع مباني المدرسة وسيتم التعامل مع هذه الشكاوى بالطريقة المناسبة وبأسرع وقت ممكن وإبلاغ النتائج إلى أولياء الأمور .

الاسم	المسمى الوظيفي / القسم	ارقام التواصل
الأستاذة فايزة	الاستقبال	06-8011600
الأستاذة لطيفة	مشرفة الابتدائي	06-8011602
الأستاذة ميادة	مشرفة قسم الروضة	06-8011601
الأستاذة وضحة	ضابط أمن وسلامة	06-8011698

PARENTAL UNDERTAKING FORM.

I, _____ (Parent name), have read and understood the School Bus Transportation Contract set forth above. I am aware of the measures taken to ensure the safety of my children in the school bus and will adhere to and encourage my child to uphold the agreement to follow this protocol. We are aware of the violations and resulting disciplinary action as specified in this contract.

Family Number	Student Name	Grade	Parent/Guardian Signature	Date



مدرسة خليفة الهمزة
الأمريكية الخاصة

KHAS
KHALIFAH ALHAMZAH
AMERICAN SCHOOL

Last Review	September 2025	Prepared by:	EHS Dept.
Next Review	August 2026	Approved by:	Principal 