



Transport Policy

Policy number: DCSG-PM-OPS-09	Version number: 05	
Developed by: Head of Operations & Facilities Operations & Transport Officer	Approved by: DBA	Approval Date: 27/04/2023
Date last reviewed: 27/04/2023	Reviewed by: DBA Head of Operations and Facilities Operations and Transport Officer	Date of next review: 27/04/2026
Policy Location Staff Parents		

1. Purpose of Policy

This policy provides a basis for the conduct of an efficient and safe bus service for the College. The measures and procedures in place are to ensure the safety of the students whilst being conveyed by the appointed transport service provider.

2. Scope

Dulwich College (Singapore) (DCSG) is committed to ensuring the College's appointed bus service provider delivers safe, timely and efficient service to the students.

3. Policy Details

3.1 Transport Fleet

The appointed transport supplier provides a variety of small medium and large buses

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providing a school bus service to DCSG across the length and breadth of Singapore

3.2 Insurance

In accordance with the service, the appointed bus service provider is responsible for ensuring that all buses provided for DCSG, have the necessary Motor Insurance Policies in compliance with the requirements of the Motor Vehicle Act (Cap. 189). Copies of the relevant documentation along with an LTA Vehicle Inspection Certificate are to be provided to the Dulwich Operations & Transport Officer at the beginning of each academic year and updated of any changes.

3.3 Transport Bus Regulations

The regulations for families using the bus service are outlined in Appendix A. Full Guide to Bus Service is available to all DCSG parents on the Parents Portal. Any enquiries should be shared to buses.singapore@dulwich.org or by phone on 68901097.

3.4 Bus Drivers and Aunties

All bus drivers and aunties employed by the transport provider must undertake annual safeguarding training provided by a direct employee of DCSG. A copy of the attendance record from this training is to be available to the DCSG HR office and Operations & Transport Officer. All staff must attend training at least annually. In addition, following a breach in the procedure for child safeguarding, DCSG can request that the individual undertake a further period of training to ensure a full understanding and compliance. The College reserves the right to conduct additional training for staff of the transport company throughout the year.

All bus drivers must possess a valid license to drive vehicles and must not have been convicted of any traffic offence. They should have a clean police record. If the bus drivers or aunties employed by the appointed bus service provider are not Singaporean, they must possess the relevant work permit, issued by the Ministry of Manpower (MOM) to work and must be covered under the Work Injury Compensation insurance. The service provider is required to supply copies of their Work Pass to the College. Copy of each driver's IC, Vocational License, and Driving License and Bus Auntie IC and Vocational License must be provided to the DCSG

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Operations & Transport Officer at the beginning of each academic year and must be updated regularly if there are any changes.

3.5 Eligibility to Travel

All children for whom a termly bus fee is paid to the appointed bus service provider are permitted to travel on the scheduled school bus service to which the fee applies. Co-Curricular Activities (CCA) buses are currently provided as a complimentary service and thus only available to families who are currently using the College's regular 2-way bus service. The arrangement for playdates will only be agreed to if it involves children using the same bus and paying the regular bus fee.

Due to the provider's insurance and permit issues, only students and employees of the College with prior arrangements are allowed to travel on the school buses, as stipulated by the Registrar of Vehicles. This means that under no circumstances are parents, guardians or family members allowed to travel on the school bus.

3.6 Roles and Responsibilities

A breakdown of the roles and responsibilities for all those involved in the DCSG bus service is shown in Appendix B.

3.7 Disciplinary

Students are expected to follow the same behavioral standards while riding school buses as are expected on College property or at College activities, functions or events. The range of measures available for students who are consistently unruly, disobedient or by their behavior, present a distraction to the driver are outlined in the Bus Behaviour Management Procedure in Appendix C.

3.8 Vandalism/Bus Damage

Students found damaging school buses, following the College's full investigation, will be held responsible for the damages. Failure to pay such damages by the parents/ guardians (or make arrangements to pay) within two weeks may result in the loss of bus usage until the damages are paid.

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3.9 Bus Safety

All school buses shall be maintained in safe operating conditions through a systematic preventive maintenance and inspection program. Each bus must attend quarterly vehicle checks at one of the Land Transport Authority (LTA) approved inspection centres.

In addition to the vehicles inspection report, the following safety features are required:

- the vehicles seating capacities are not to be exceeded, each passenger including the bus driver is to have a seat and restraint fitted;
- the buses are inspected by the DCSG Operations & Transport Officer periodically to ensure they are equipped with the following:
 - Manufacturers installed air conditioning.
 - A first aid kit.
 - A serviceable in date fire extinguisher.
 - Three-point safety seatbelt with a height adjustment for children below 1.35cm as required by the Road Traffic Act (Chapter 276) – details outlined in Appendix D.
 - Transport Operation team are required to complete Vehicle Checklist – Appendix G that must be submitted at the beginning of each term. The completed summary form is used by the Operations and Transport Officer or other nominated school representatives to conduct ad-hoc vehicle inspection

3.10 Lost Child (Reported by Parent or Guardian)

In the event that a student fails to return home or to the intended bus drop off, the procedure to be followed is outlined at Appendix E. A similar procedure is to be followed when a student fails to arrive for a CCA bus within the College.

3.11 Emergency Procedures and Notification of Critical Incident Management (CIM)

Drivers will use mobile phones to get assistance in case of an emergency. Drivers should report the exact location and confirm bus route number, the nature of the

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problem and the status of all passengers.

The procedure to be followed for the reporting of emergency situations and (CIM) is outlined at Appendix F. The need to report all incidents and (CIM) however minor is essential in maintaining the trust that parents have in the DCSG provision of school buses

3.12 CCTV Cameras on School Buses

The transportation of students to and from school is an important function of the College operations. In adopting the use of video surveillance cameras, the appointed bus service provider will balance the security and safeguarding benefits with privacy rights of the individual embodied in the Personal Data Protection Act (PDPA) 2012, Singapore.

The College believes in promoting a safe environment for all bus users as well as the drivers and aunties. A recorded footage of the actions of student passengers may be used by the College as evidence of any disciplinary action brought against any student, arising out of the student's conduct on the bus. This footage may also be presented to either deny or validate accusations of unacceptable behavior by the bus driver or aunty.

a. Placement

On 2nd July 2019, LTA has published an updated set of [guidelines](#) for inward –facing in-vehicle recording devices (IVRDs). Owners of Private Hire, Excursion and School Busses are no longer required to obtain LTA's approval to install the IVRDs. These guidelines came into effect on the 15th of July 2019.

LTA's guidelines complement the [Personal Data Protection Commission's \(PDPC\) Advisory Guidelines](#) on in-vehicle recordings, which clarify the obligations under the Personal Data Protection Act that operators and drivers of transport services for hire must comply with when they use inward-facing IVRDs to capture individuals' personal data. Together, these guidelines serve to protect the commuter safety and their personal data and prevent unauthorised access to the footage recorded by inward-facing IVRDs.

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b. Access to footage

There will be restricted access to the footage recorded by inward-facing IVRDs. Access to the footage is controlled, ensuring that only designated individuals are able to access recorded video recordings for security purposes only. An exception is given to government agencies and LTA-authorized data controllers who will be allowed to access the footage to support investigations and enforcement efforts e.g. alleged offences by the driver.

Should there be an incident recorded which requires further investigation, the following persons are authorised to view the footage:

- Director of Business Administration & Bursar
- Head of Operations & Facilities
- Bus service provider Operations Manager
- Bus service provider Managing Director

The bus service provider shall not release any CCTV footage without a prior permission of the College's Director of Business Administration (DBA) & Bursar.

If access is denied, the decision is considered final and reasons will be fully documented and the requestor will be informed in writing.

3.13 User of Public Toilets

The school bus is only allowed to stop at public restroom areas such as Petrol Stations and Condominium lobby for students who need to use the restroom during their journey. The Transport provider needs to call the parents for their approval and inform the school Operations & Transport Officer.

- The bus crew should escort DUCKS & JUNIOR students to the restroom.
- The bus crew should check the restroom is empty before allowing the student to use.
- The bus crew should wait for the student outside the restroom and bring them back to the bus.

4. Other related policies and procedures

Documents related to this policy

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CPE Registration Number: 201027137D | Period of Registration: 09 January 2024 to 08 January 2028



Related policies	Educational Visits Policy Missing Child Policy
Forms or other organisational documents	N/A

5. Review processes

Policy review frequency: Every three years or as and when necessary	Responsibility for review: Operations Department
Review process: i) Operations Department to conduct policy review ii) Modification will be made where appropriate. iii) Submit for review and approval by the CLT via the DBA	

6. Approval Details

Approved by: Paola Morris

27 April 2023

Signature and Date

Signed only required in hardcopy

7. Revision History

Revision Table:		
Date	Version	Review Description
01/06/2017	1	Initial Release
25/07/2018	2	<ul style="list-style-type: none"> Policy content reviewed due to change of Service Provider. Change in Policy Number and Policy Structure

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		<ul style="list-style-type: none"> Update of the Appendices All reference to the term "the School" in the policy, is replaced to "the College". <p>All reference to the term "Dulwich" in the policy, is replaced to "DCSG".</p>
18/11/2019	3	<p>Update on the following:</p> <ul style="list-style-type: none"> Transport Administrator to Transport Coordinator Deputy Director of Business Administration to Head of Operations & Facilities Policy review frequency to "not more than 3 years" Add "delegated to DBA" after ".. approved by CLT" in the review process <p>Contact details in the Critical Incident Flowchart in Appendix F</p>
13/10/2022	4	<ul style="list-style-type: none"> Terminology changed from Operations and Transport Coordinator to Operations and Transport Officer throughout. <p>Section 3.3</p> <ul style="list-style-type: none"> Updated transport email Updated My College to Parents Portal <p>Section 3.4</p> <ul style="list-style-type: none"> Removed passport as part of the documentation required to submit <p>Section 3.11</p> <ul style="list-style-type: none"> Updated to "...confirms bus route number" <p>Section 3.12 (a)</p> <ul style="list-style-type: none"> Updated to reflect the latest changes in guidelines published by LTA in July 2019 <p>Appendix A</p> <ul style="list-style-type: none"> Updated the location of the registration form Updated the process of seat allocation to reflect that seats are assigned by the Transport Officer <p>Addition of the below:</p> <ul style="list-style-type: none"> Older students are expected to fill the bus from the back, leaving the front seats for the younger students. Changing/removal of clothes is not permitted on the bus Dangerous and sharp objects are not permitted on the bus.

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		<ul style="list-style-type: none"> • DUCKS students height 1.35M and below require a Booster seat. <p>Appendix B</p> <p>Section 3</p> <ul style="list-style-type: none"> • Updated to indicate that it is the responsibility of the Bus driver to ensure all students are seated with their seat belts fastened while vehicle is in motion. • Senior Transports Operation Executive has been replaced with Transport Operations Lead <p>Section 4</p> <ul style="list-style-type: none"> • Senior Transports Operation Executive has been replaced with Transport Operations Lead • Terminology changed from Operations and Transport Coordinator to Operations and Transport Officer <p>Appendix C</p> <ul style="list-style-type: none"> • Terminology changed from Operations and Transport Coordinator to Operations and Transport Officer • Addition of Behavioral framework <p>Appendix F</p> <ul style="list-style-type: none"> • Updated emails and names for Operations IC and Operations and Transport Officer. • Updated email address for bus office. • Updated flowcharts for emergencies <p>Appendix G</p> <ul style="list-style-type: none"> • Updated to new digital Bus Inspection Form
27/04/2023	5	<ul style="list-style-type: none"> • Addition of section 3.13

8. Appendices

Appendix A	Bus Rules and Regulations
Appendix B	Roles and Responsibilities
Appendix C	Managing of Student Behaviour on the school bus
Appendix D	ROAD TRAFFIC ACT (CHAPTER 276)
Appendix E	Procedure to be followed for a Lost Child

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Appendix F	Procedure Following a Critical Incident Management (CIM) or Vehicle Breakdown
Appendix G	Vehicle Safety Audit

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