



## **TRANSPORT POLICY**

### **1. Purpose**

This policy aims to ensure safe and secure home to School transport for all its students availing the School Bus facility.

All staff named and listed in this policy shall be responsible for carrying out the purpose of this policy by implementing the guidelines written hereunder.

### **2. Scope**

This policy applies to all students of the School availing the School Bus facility, their parents, School Bus drivers, Attendants, Escorts, transportation partners/service providers of the School and shall guide the behaviour of students and staff during pickups, drops and commutes.

### **3. Transport Principles and Practice**

The School acknowledges that it owes a duty of care towards students availing its transportation/School Bus facility. However, due to practical difficulties of discharging such a responsibility on its own, the School shall at all times have in force a duly executed, sufficiently stamped and valid agreement with an organization engaged in the business of providing transport services including supplying the School Bus along with drivers, Attendants and Escorts.

Such an agreement shall include the duties and responsibilities of the transport service provider, the School Bus Drivers, Attendants and Escorts, as listed under this policy or under any other document duly accepted by such School Bus Drivers, Attendants and Escorts, by affixing their signatures.

### **4. New Enrolments**

- 4.1.** Parents/legal guardians who wish to opt for School Transport Facility are required to consult the route chart of school buses available on the official website of the School and/or the School Transport Department before applying for registration.
- 4.2.** Upon identifying the applicable route the parents/legal guardians shall submit a duly filled in Transport Registration Form along with a photocopy of a self attested photo identity of the Custodian (person who would drop off and pick up the student from the assigned bus stop and pay the requisite Transport Fee- as may be notified by the School from time-to-time.
- 4.3.** Completed transport registration forms shall be processed on a first cum first serve basis and registration shall be subject to availability.

4.4. Upon successful completion of registration process, parents/legal guardians shall be notified of the pick-up and drop-off points and timings, bus registration number and route number and the bus attendant's contact number.

## **5. Key Features in Buses**

### **5.1. Unique Colour Code for Student Identity Cards:**

For the purpose of avoiding any confusion and for safe dispersal of students the School has implemented a system of colour coding the student identity cards, where each colour signifies different modes of dispersal of students, in the following manner;

- a. Student ID Card with WHITE background- for students availing School Transport Services
- b. Student ID Card with BLUE background- for students who are picked up and dropped off by parents/caregivers/any other authorized person.
- c. Student ID Card with GREEN background- for students availing private carpool services.

### **5.2. Bus tracking application:**

Parents availing School transport for their wards, are provided with a special safety and security feature of Live Tracking of school bus through Skoolsmart mobile app. With the help of this bus tracking mobile application, parents will be able to track the movement of the School bus carrying their ward. The application is activated and routes are aligned within 2 to 3 working days from the commencement of transport services for every academic session.

### **5.3. RFID Readers:**

All School buses are equipped with RFID enabled gate readers. The RFID card tracks the movement of students and sends messages and notifications to parents when;

- a. their wards board the School bus
- b. their wards reach the School campus
- c. their wards leave the School campus
- d. their wards alight from the School bus

\*N.B- For students availing private and pool car services, notifications / messages will be sent out when the reach and leave the School campus.

## 6. Roles/Responsibilities and Duties

### 6.1. School Bus Driver—Responsibilities:

1. The basic responsibility of the School Bus Drivers is to meet the requirements of the regular daily School Bus route for the purpose of transporting students and staff members to and from school in a safe and timely manner.
2. The School Bus Drivers shall report directly to the Transport Manager appointed by the School or its designee(s). The Transport Manager, either individually or acting in concert, will assign day-to-day work to the School Bus Drivers and shall have authority to make immediate changes of regularly scheduled work assignments in response to changing needs and conditions.
3. The School Bus Drivers must have a **valid licence** to drive LMV transport vehicles and school buses as required under the Indian Motor Vehicles Act, 1988 or any other law as for the time being in force in India and as amended from time-to-time.
4. The School Bus Drivers must have minimum 5 (five) years of experience in driving a school bus.
5. The School Bus Drivers must follow traffic rules.
6. The School Bus Drivers must be in uniform while on duty and their name should be displayed clearly on their Identity Card.
7. In addition to the above, the School Bus Drivers:
  - i. Must complete a safety and operational check of the School Bus and any special equipment before all trips. There shall be a log book for this purpose, which must be duly filled in by them.
  - ii. Must promptly report any malfunctions concerning the School Bus and/or special equipment to the Transport Manager, specifically mentioning the problem.
  - iii. Must report to the Transport Manager any hazardous conditions observed along the scheduled School Bus route and route deviations, if necessary. If the condition may last longer than two days, the School Bus Driver should submit a request to change the route and schedule.
  - iv. Must rigidly adhere to the School Bus route schedule for both pick ups and drops and ensure that the School Bus does not leave the bus stop before its scheduled time unless all assigned students have boarded the School Bus.
  - v. Must ensure that they do not intentionally run late.

- vi. Must ensure that they do not add, change or move stops without the express permission of the Transport Department.
- vii. Must promptly report to the Transport Manager any unusual incidents and follow the directions provided by the Transport Manager. This includes any deviation from the designated route or schedule (more than five minutes late), injury to or illness of a student (whether or not it occurred on the School Bus), failure of a responsible person to meet a student at a stop (when required).
- viii. Must accurately complete and submit paperwork necessary for transportation operation including but not limited to fuel reports, emergency evacuation details, accident reports, incident reports, any other information.
- ix. Must not at any time exceed the speed limit as fixed by the appropriate authority from time-to-time.
- x. Must not use mobile phones while driving, save and except for reporting any incident after having safely parked the School Bus.
- xi. Must inform any condition (health or otherwise) that would hinder the School Bus Driver's ability to drive the School Bus.
- xii. Must care for government property while the School Bus is in operation.
- xiii. Must perform all duties assigned and as required for the operation of the School Bus.
- xiv. Must follow safe driving procedures. When approaching a stopping location (railroad crossing, traffic signal etc.), must be aware of unusual vehicles or people nearby. If they pose a serious threat, drive away as soon as the driver legally and safely can.
- xv. Must under all circumstances prevent unauthorised persons from entering the School Bus.
- xvi. Must be aware of anyone following the School Bus. Notify the Transport Manager and, if possible, provide a vehicle description, licence plate number and driver description.
- xvii. Must maintain a safe distance (reference point: whether the other vehicle's rear tyres touching the road can be seen or not) between the School Bus and other stopped vehicles.
- xviii. Must try not to stop next to or between large delivery trucks or tractor-trailer trucks. If the School Bus is struck by gunfire or other projectiles (rocks, thrown objects etc.), must leave the area immediately, stop in a

safe location and check for injuries and damage and notify the Transport Managers.

- xix. Must not accept tips and/or any form of gratifications from students or parents.
- xx. In addition to the above, to ensure the safety of students in an actual emergency, every School Bus Driver assigned to transport students shall assign specific roles to the attendant and escort. Generally, the assignment of duties shall be as follows:
  - a. School Bus Driver or Attendant(when the School Bus Driver is incapacitated) to set the parking brake, turn off the engine, turn on the hazard lights and call and report the incident to the Transportation Department.
  - b. Escort to stand outside the School Bus, next to the front door, to help students exit the School Bus.
  - c. Escort to remove first-aid kit from the School Bus.
  - d. Escort to lead students to a safe location at least 100 feet from the School Bus or to a place of safety.

#### **6.2. School Bus Attendant—Responsibilities:**

1. The School shall require the transporter to provide the services of responsible male attendants in each bus for safe pick up and dropping of the students and staff at the scheduled stops.
2. The Attendant must ensure that the School Bus shall not at any time run/operate without the following:
  - i. Name and telephone number of the School written on a conspicuous part of the School Bus.
  - ii. 'SCHOOL BUS' written on the rear of the School Bus.
  - iii. First-aid kit, sufficiently refilled from time to time with medications within expiration date.
  - iv. Duly filled fire extinguisher as prescribed under the relevant laws for fire safety from time-to-time.
3. Basic Duties of the School Bus Attendants shall include:
  - i. Maintaining an updated list of students being transported in the School Bus, indicating the name, class, residential address, blood group, emergency contact number, point of stoppage, route plan etc.

- ii. Maintaining a healthy and safe School Bus environment by assisting the students with their personal cleanliness as necessary and by assisting the School Bus Driver in cleaning the School Bus interior and exterior on a regular basis by thoroughly washing, scrubbing, wiping and dusting.
- iii. Making sure that students are handed over ONLY to authorised persons carrying an Escort Card provided by the School. If the authorised person does not receive the student from the drop off point, the student shall be taken back to the School and their parents will be informed. However, if the concerned parents inform the School Bus Escort that they will receive their child at the next drop off point or another subsequent drop off point, the School Bus Attendant must ensure that the School Bus waits for a maximum of 3 (three) minutes at the requested drop off point. However, such privileges shall not be accorded as a matter of course or a matter of right but only in rare circumstances apart from which the basic protocol as stated above must be followed.
- iv. Conducting pre-trip safety and operational checks of the School Bus (tyre pressure, coolant, engine, battery, CCTV, GPS, air conditioner and fans) and any special equipment check, with the School Bus Driver.
- v. During the pre-trip inspection, if any bags, bottles, boxes, backpacks etc. are found that cannot be associated with any student or staff member, they should be considered as suspicious and a possible threat and the School Bus attendant must immediately inform the Transport Department.
- vi. Being in uniform while on duty.
- vii. Ensuring that the School Bus is free from mosquitoes and insects before the students board it.
- viii. Ensuring that the overhead luggage bins are securely locked before the School Bus starts moving.
- ix. Ensuring that the doors are securely locked before the School Bus starts moving and immediately report to the School Bus Driver if any of the locks require repair or maintenance work.
- x. Ensuring that the School Bus Driver follows the traffic rules and report any deviance to the Transport Department.
- xi. Assisting the School Bus Driver by acting as a lookout at times when the School Bus must be backed up or during unusual traffic conditions.

- xii. Taking necessary steps to ensure that the student's School Bus ride to and from school is as safe and comfortable as possible.
- xiii. Communicating with the Transport Manager in the event of additional concerns.
- xiv. Ensuring that any bags, band kits, sports kits etc. are either securely locked in the overhead luggage bins or tucked under the seats.
- xv. Assisting students with limited mobility or restricted capacity during boarding and unboarding. The Attendant should be behind the student as they board and in front as they unboard.
- xvi. Conducting post-run inspections with the School Bus Driver and Escort to ensure that no students are left alone on the School Bus and no luggage is left behind. Any luggage found during a post-run inspection shall be promptly returned to the Transport Department. The driver and the Attendant will be subjected to disciplinary action including termination if a child remains on the School Bus when it leaves the School or is left alone on a parked or empty School Bus.
- xvii. Being courteous towards parents.
- xviii. Not getting into brawls on the road.
- xix. Monitoring the safety of students when they are approaching, boarding, riding and unboarding the School Bus.
- xx. Never opening the School Bus door to speak with unknown persons.
- xxi. Never allowing unauthorised persons to enter the School Bus.
- xxii. Never accepting boxes, packages or bags for transport.
- xxiii. Never letting a suspicious situation go without taking note and acting when necessary.
- xxiv. Never discussing in public details of routes, stops and passengers. Never operating a School Bus without performing a pre-trip safety and security inspection.
- xxv. Never parking a School Bus without conducting a safety and security sweep of the interior of the bus for suspicious items. Never assuming that a bag or backpack left on the School Bus is safe. If suspicious, the Transport Department must be contacted.
- xxvi. Not accepting tips and/or any form of gratifications from students or parents.
- xxvii. Ensuring that the CCTV system installed in the School Bus is turned on and in working condition.

4. The Bus Attendants should make sure that they are aware of the location of the following vehicle/emergency equipment for the School Bus to which they are assigned on any given day;
  - i. Vehicle ignition switch—location and operation.
  - ii. Entrance door—location and operation. Operation may be manual, electric or air pressure controlled.
  - iii. First-aid kit—location.
  - iv. Fire extinguisher—location and operation, usually mounted near the entrance door or School Bus Driver. Should know how to remove the extinguisher from its mounting bracket.
  - v. Reflectors—location.
  - vi. Emergency exits—location and operation, lift-up handle, buzzer warning.
  - vii. Instrument panel and controls—Service brake, parking brake, gear shift, emergency flashers and door opener.
5. The Attendants must follow the following emergency procedure, in the event the School Bus Driver is incapacitated:
  - i. Grasp the steering wheel to control the direction of travel of the vehicle.
  - ii. Apply stopping pressure on the brake.
  - iii. Apply the parking brake.
  - iv. Put the gearshift in a neutral position.
  - v. Activate the hazard lights.
  - vi. Turn off the ignition.
  - vii. Inform the Transportation Department.
  - viii. If the School Bus is exposed to danger (on railroad tracks, dangerous traffic, fire, flood, weather etc) immediate emergency evacuation may be necessary.
  - ix. Dial 100 for assistance.

### **6.3. School Bus Escort—Responsibilities:**

1. The School shall require the transporter to provide the services of female escorts in each bus for safe pick up and dropping of the students and staff at the scheduled stops.
2. Escorts are responsible for the safety and behavioral management of all students on the School Bus to which they are assigned. The Escort shall be seated near the emergency exit in order to act promptly during an evacuation procedure.



3. Basic Duties of the School Bus Escort are as follows:

- i. Must be fair and firm with discipline of all students on board.
- ii. Must monitor the safety of students when they are approaching, boarding, riding and unboarding the School Bus.
- iii. Must ensure that the School Bus Driver does not wait for more than 2 minutes beyond the scheduled departure for a pick up point.
- iv. Must help the students understand that they should follow rules to ensure their own safety.
- v. Must have troublemaker students seated next to her under close supervision.
- vi. Must maintain a list of troublemakers and hand it over to the Transportation Department for appropriate steps by the concerned Class Teacher if necessary.
- vii. Must report all vandalism and discipline problems on the School Bus, including fights at the bus stop, irrespective of whether such incidents were brought under control.
- viii. Must report instances of rash and negligent driving immediately to the Transportation Department.
- ix. Must ensure that all students are seated and have fastened their seat belts before the School Bus starts moving, save and except where it is not advisable under the safety norms as may be prescribed by an appropriate authority under any law from time-to-time.
- x. Must conduct post-run inspections with the School Bus Driver and Attendant to ensure that no student is left alone on the School Bus and no luggage is left behind in the School Bus. Any luggage found during a post-run inspection shall be promptly returned to the Transportation Department. The School Bus Driver, Attendant and Escort will be subjected to disciplinary action including termination if a child remains on the School Bus when it leaves the School or is left alone on a parked or empty School Bus.
- xi. Must attend a student who is hurt with the first-aid kit and also inform the Transportation Department and the concerned parent about the incident immediately.
- xii. Must have the students seated quietly till alternative arrangements are made in the event of a breakdown.
- xiii. Must maintain the student attendance register.
- xiv. Must assist the teachers in arranging the students into a queue for boarding.

- xv. Must instruct students during commutes from the School regarding emergency evacuations.
- xvi. Must focus on safe boarding and unboarding procedures. Instruct students to always follow safe boarding and unboarding procedures.
- xvii. Must remind students to never accept packages or items from persons they do not know.
- xviii. When approaching the bus stop, they must be aware of unusual vehicles or people nearby. If they pose an immediate and serious threat, not to stop and immediately notify the Transport Manager.
- xix. Must never allow unauthorised persons to enter the School Bus.
- xx. Must not accept tips and/or any form of gratifications from students or parents.
- xxi. Must be aware of suspicious boxes, bags, bottles or containers at the bus stops.
- xxii. If followed by a vehicle, notify the Transport Managers immediately. If possible, provide a vehicle description, licence plate number and driver description.
- xxiii. Should ensure that all students are wearing their ID Cards with RFIDs at the time of boarding the School Bus.

#### **6.4. Replacements/Substitutes:**

The Transporter shall keep suitable number of drivers /attendants/ escorts in reserve so that the School bus services are not affected by absenteeism / late coming.

#### **6.5. Parents' Responsibilities:**

1. At the time of registering for the Transport facility, the parents will be required to inform the School of their preferred stops for pick up and drop off. Generally, subsequent modifications of these shall not be allowed. However, in case parents require a change in the School Bus facility/route/stop of a temporary or permanent nature, permission must be sought through a written application to the Transport Committee through the Principal.
  - i. The application shall be submitted to the Administrative office or through an e-mail addressed to the Principal at [transport@ntskolkata.org](mailto:transport@ntskolkata.org) at least 3 working days in advance. No such changes in routes or stops will be entertained on an immediate basis unless there is an exigency.
  - ii. Temporary change of route/stops may be applied for a maximum of 15 days.

- iii. No such change shall become effective merely by virtue of submitting an application, until permission is granted by the Principal to that effect. Requests for permanent changes in the routes/stops should be submitted on or before the 25<sup>th</sup> of the month so that they can be made effective from the 1<sup>st</sup> day of the following month. All such approved changes will be effective from the 1<sup>st</sup> of the month following the date of application. No exceptions shall be made to this rule.
2. Parents shall carry Escort Cards of their children and try to personally see off and receive their children at the bus stops. In case a parent wants the child to go escort free from the bus stop, an email to that effect should be addressed to the Principal for approval. However, permission for escort free commute can only be extended to students of Classes VI and above at the parents' own risk and liability. In such cases, the parents shall remain solely responsible for any untoward incident before pick up or after drop off by the School Bus.
  - i. It is mandatory for the person collecting the child at the bus stop to produce a Parent ID Card/Escort Card at the bus stop.
  - ii. In case of a failure to produce the Escort Card, the student will not be handed over to any individual at the bus stop.
  - iii. Parents will then have to collect their children from the School after production of the Parent ID Card. This is for the students' safety and security and there can be no compromise in this regard.
3. Parents/escorts are expected to reach the pickup and dropoff points on time. Neither the School Bus staff nor the Transport Department owes any duty to wait for parents / escorts at the pick up or drop off point. When the parent/escort is not present to receive the child at the dropoff point, he/she will be brought back to the School and the parents, upon intimation from the School, will have to come and collect them. It must be understood that this is primarily to ensure the convenience of all in the School Bus.
4. Students are required to be at their bus stops at least 10 minutes prior to the time notified to them. School Buses will not wait for latecomers. Parents are advised to abstain from requesting the School Bus staff, over phone or otherwise, to wait for their wards.
5. Students are not allowed to board their School Bus at another bus stop or to board other School Buses if they have missed their allotted School Bus. It is the responsibility of the parents in such cases to drop their wards punctually at the School gate. However, the student may return home by the allotted School Bus on that day.

6. Parents should not engage in disputes with the Teacher on Board, Escort, Attendant or School Bus Driver. If there is any problem, a written complaint may be submitted to the Principal. Additionally, parents shall not be allowed to board the School Bus for any reason whatsoever, except when so advised by the School Bus Driver or Attendant.
7. Notice of discontinuation of transport services should be served at least one month in advance and latest by the 3<sup>rd</sup> day of a month. In such cases transport fees shall be payable till the end of the month during which the discontinuation notice is received or till the end of the month during which the student last avails transport service (whichever is later). Notices of discontinuation received after the 3<sup>rd</sup> day of a month, shall be deemed to have been served on the 3<sup>rd</sup> day of the following month. In such cases transport fees shall be payable till the end of the following month or till the end of the month during which the student last avails transport service (whichever is later). Illustration: Where a notice of discontinuation is served on 2<sup>nd</sup> September, 2018 for discontinuation from October, 2018 or later then the transport fee shall be payable till the end of September, 2018 or the end of last month during which the student avails transport service (whichever is later). However where a notice of discontinuation is served on 4<sup>th</sup> September, 2018 transport fee shall be payable till the end of October, 2018 or the end of the last month during which the student avails transport service (whichever is later).

## **7. Review of Policy:**

- 7.1. This policy and its application shall be monitored and reviewed on a regular basis.
- 7.2. The School reserves the right to amend these policies and/or procedures as it deems necessary.