



# TRANSPORT POLICY

Academic year 2019 - 20

The following guidelines and processes are applicable for parents & students who avail the school transport facility:

### **Routing**

- 1) All routes will be arterial, and there will be no door-to-door pick up unless its enroute.
- 2) The Transport team would assess the feasibility of accommodating the student on the existing routes before accepting their request to avail the school transport facility.

### **Bus Boarding Rules**

- 1) Neev Academy team will communicate the transport routes, designated stops, and the pick- up/drop-off timings for each stop by email. The school has the right to makes changes, as required, and the revised pick-up/drop-off timings will be shared through email.
- 2) All students are required to be at their stops 5 minutes before the scheduled pick up time. The bus will **NOT** wait at the stop beyond the scheduled time. If the bus reaches earlier than the scheduled pick up time, it will wait at the stop till the scheduled time.
- 3) The bus will stop only at the scheduled stops.
- 4) If the student is not picked up at the designated stop, the bus will proceed to the next stop with the student on board.
- 5) If the student is not picked up till the last stop, the bus will bring the student back to school. The lady attendant will be present in the bus.
- 6) Any request for a permanent change of route for any student during the academic year is subject to approval by the Transport team. It will only be accepted if there is space available on the bus. These requests have to be made well in advance before the start of the academic year.
- 7) PYP students availing transport facility **will not** be allowed to change the route on any given day.
- 8) Middle and High School students availing transport facility **will be** allowed to change the route on any given day with one-day prior approval and subject to availability of seat on the bus.
- 9) The school will be able to accommodate the request for change of stop on the same route for any student with prior approval.
- 10) Students from Grade 8 -12 and their siblings will be allowed to get dropped at their designated bus stop without the presence of an authorised adult with prior information and approval from the school.

## **Communication**

- 1) All transport related communications from school will be shared with the parents through email. Self pick form is sent across for parents to fill and send it back to school along with students for change in pick up, school shall act accordingly.
- 2) All urgent communication from the school regarding the pick-up/drop-off point such as any delays in the bus will be shared on the WhatsApp platform created for all Bus Routes or by calling on the phone. WhatsApp groups for each of the bus routes have been created only for one-way communication to be used by the Transport team to inform the parents the real-time of the whereabouts of the buses in case of delays etc.
- 3) Parents are required to communicate any changes in their child's transport arrangement (pick up, drop or change of stop, etc.) through the self pick up form which has to be sent in the student diary.
- 4) In case of an emergency situation, parents would need to inform the school of any change in transport arrangement through a phone call to the front desk executive/ transport coordinator followed by an email for us to consider the same.

## **Safety & Security**

- 1) All buses are equipped with seat belts, speed governor, GPS and CCTV cameras. The Transport team can track the school buses at all times. The bus tracking details for new students opting for school transport will be shared at the start of the new academic year.
- 2) The vehicles are registered school buses with Neev Academy or from the vendor approved by Neev Academy.
- 3) All students must adhere to the '**Bus Etiquette**' as detailed below.
- 4) A lady attendant is on the bus from the first to the last stop. Her job is to oversee discipline and to monitor safety and security of the students on the bus.
- 5) In case of any emergency, parents are required to get in touch with the front desk executive/ transport coordinator and refrain from contacting the driver or the lady attendant on the bus.
- 6) Existing Students availing school transport facility and students opting *for transport in the new academic year are required submit the indemnity form duly signed by the parents.*
- 7) Parents are not allowed to board the bus or stop it at an unauthorized stop for any reason.

## **Fees**

- 1) Fees for the transport facility need to be paid term-wise and will be based on the distance and route opted for. The Transport Fee will be invoiced through Qfix payment portal. The slabs applicable for AY 2019 -20 is shared below

<b>Slabs</b>	<b>Radius</b>	<b>Per Term Fees</b>
A	0-10kms	INR 35,640.00
B	11-20kms	INR 41,910.00

- 2) Transport fee is charged per term. Fee for the first term should be paid by 1<sup>st</sup> June 2019 and the second term must be paid at the same time as school term fee.
- 3) All parents must make the payment as per the dates communicated in the email regarding transport.
- 4) The Fees is payable online through Qfix Portal or via
  - Cheque / DD (drawn in favour of "Neev Academy Yemalur")
  - Credit card at school (with additional 2% charges on credit card)
- 5) The receipt of the transport fee will be uploaded in the Qfix Portal from Neev Academy. For cheque payments, receipts will be available in portal subject to cheque realization/ reconciliation.
- 6) No reminders would be sent for transport fee payment.
- 7) Please note that there will be no increase in the fees during the year.
- 8) In case of relocation, we would try to accommodate the child in the desired new route, but in case the same is not feasible, the bus fee for that term would not be returned.
- 9) There will be no refunds once the fee is paid. Fee refund would only be considered in case Neev Academy needs to make a permanent change in route/stop.
- 10) Notice of withdrawal from Transport facility for Term 2 must be intimated by email on or before 30<sup>th</sup> September 2019

## **Bus Etiquette**

1. Students must adhere to the following rules:
  - a. Stand in a line before boarding the bus.
  - b. Check to ensure that they have all their belongings when leaving school and when getting off the bus.
  - c. Must be seated only in the assigned seat - this list will be given to the bus attendant. This would be changed at regular intervals or as required.
  - d. All students are expected to remain seated at all times during the travel.
  - e. All students must wear seat belts at all times during travel.
  - f. Noise levels are to be kept low, and no shouting would be allowed on the bus.
  - g. Students are not allowed to stick their hands and their head out of the windows.
  - h. Consumption of edibles is not permitted in the bus.
  - i. Littering in the bus is strictly prohibited.
  - j. Neev Academy has zero tolerance for any form of verbal and physical abuse or bullying in any form.
  
2. Noncompliance with the rules listed above would have consequences as below.
  - **Level 1- Misconduct** - Student is not listening & behaving as per the bus etiquette or causing nuisance & disturbing others
    - **First instance**
      - Counseling from class teacher/counseling from class teacher / teacher-in-charge
    - **Second instance**
      - PTM with the parents will be scheduled immediately
    - **Third instance**
      - The student will be suspended from the bus immediately. The period for suspension will be decided by coordinators & class teachers. Parents will need to make necessary arrangements for pick-up and drop during the period of the suspension.
  
  - **Level 2 Misconduct** - Student is Standing up and moving around while the bus is in motion
    - **First instance**
      - PTM with the parents will be scheduled immediately
      - Counseling with Coordinator / class teacher / teacher-in-charge
    - **Second instance**
      - The student will be suspended from the bus immediately. Parents will need to make necessary arrangements for pick-up and drop during the period of the suspension.
  
  - **Level 3 Misconduct** - Student engages in physical abuse, verbal abuse, bullying, indecent behavior, unexpected behavior (found intoxicated, caught smoking, etc.) or any act of vandalism

- ***First Instance***

- The items will be confiscated
- Search of belongings
- A phone call to parents informing them of the same
- PTM with the parents will be scheduled immediately
- Counseling with Coordinator / class teacher / teacher-in-charge. LS team will be consulted for intervention if required
- These incidences will be documented for future reference
- The student will be suspended from the bus immediately. The period for suspension will be decided by coordinators & class teachers. Parents will need to make necessary arrangements for pick-up and drop during the period of the suspension.

For any feedback on the transport facility, please write to [transport@neevschools.com](mailto:transport@neevschools.com) or get in touch with the transport coordinator.