

Monday, 4 December 2023

SCHOOL BUS INFORMATION FOR 2024

Dear Parents/Guardians,

Transdev John Holland Buses supplies your school with school bus services, as well as regular route services. We would like to take this opportunity to provide you with some important information about travelling on our services in 2024 and how to get assistance when you need it.

Where do I find information on available bus services?

All regular route and school bus information can be accessed via transportnsw.info

You may utilise the *Trip Planner* function to identify which route services will take your child where they need to go (remember to toggle the 'School Bus' mode option under the 'Refine' menu).

You may also navigate to *Travel Info* on the menu bar to download route maps and timetables for both regular route services and school bus services.

In addition, your school has been provided with your School Bus Timetable, which provides you with the current timetable of all your allocated school services.

How do I apply for an opal card?

All students must have a valid School Opal Card or Child/Youth Opal Card to travel on public transport services. School Opal Cards can be used for free travel to and from school.

To be eligible for a School Opal Card, your child must:

- be a resident of NSW, or an overseas student eligible for free government education.
- be aged 4 years 6 months or older.
- live a minimum distance from your school. The minimum distance varies according to the year or grade the student is enrolled in that calendar year.

If your child is eligible, you may visit the following website to apply: transportnsw.info/school-travel-apply

If your child does not meet this criteria, they will need to carry a Child/Youth Opal Card with funds loaded onto it.

Please note: Transdev John Holland Buses has no involvement in this process and any queries on this matter should be directed to Transport for NSW.

Do students need to tap on and off with their opal card?

Yes, it is essential for all school students to TAP ON and OFF with a valid School Opal Card or Child/Youth Opal Card so that we can understand student travel patterns and adjust the services provided if necessary. Every time a student TAPS ON and OFF, they are counted on our service - when they do not, they are invisible.

Transport for NSW monitors school service patronage closely to assess the need for services and those seen with low patronage may be withdrawn.



We ask that you encourage your children to have their Opal cards ready and TAP ON and OFF every single time they board our services so that their journey is counted.

How do I discuss my child's school services or request changes?



The best way to resolve any issues that you or your child are experiencing with our services is to discuss it directly with your school in the first instance.

We encourage direct communication between the school and Transdev John Holland Buses and we will do our best to resolve any issues as quickly as possible.

We undertake an annual review of all school services, to help plan the timetables for the following school year. Schools may also request changes throughout the year. While we carefully consider all requests, please keep in mind that many of our school services are utilised by more than one school and are often linked with normal route services either before or after the school run operates. This means that some changes may not be possible in the short term, but will be considered as part of future network reviews.

Who can travel on dedicated school bus services?

For safety reasons, dedicated school bus services (identified with 'SCHOOL' displayed on the destination screens) are intended to be utilised by school students only.

There are, however, some exceptions where adults may be permitted to board. Our bus drivers may allow teachers and other school staff, mature-aged students, parents and guardians on board. This is only for the purpose of escorting school children to and from school.

What behaviour do we expect on board our buses?

Creating a safe and fair environment for all passengers travelling on board our services is our number one priority.

Transport for NSW has developed a set of Guidelines for Managing School Student Behaviour and associated Student Code of Conduct. The aim is to ensure the safety and well-being of school children, other bus passengers, road users and bus drivers alike.

As part of the Student Code of Conduct, we expect the following behaviours to be upheld by all school students who board our services:

- Treat the driver and all passengers with respect i.e. do not use offensive or racist language and avoid pushing or shoving other people
- Remain in your seat - do not move around the bus unnecessarily
- If standing, keep away from 'No Standing' zones and always keep a secure hand hold
- No eating or drinking (other than water) – unless for medical reasons
- Offer seats to adults including people with a disability, the elderly or expectant mothers
- Avoid attracting the attention of the driver, except in the case of an emergency
- Do not play music at such volume that it may distract the bus driver or other passengers
- TAP ON and OFF with an Opal Card for each journey.

The full Student Code of Conduct can be viewed via transportnsw.info/student-code-conduct

How do I submit feedback or an enquiry?

If you wish to lodge feedback or have an enquiry about your school services or regular route services, please direct it online at transportnsw.info or via phone to **131 500** to ensure it is lodged correctly.

We will then be able to investigate and respond to you as soon as possible.

How do I report lost property?

The best way to enquire about lost property is to report it online directly via transportnsw.info/lost-property

We do our very best to locate any reported lost items. If your item is found, we will contact you to arrange collection.

Please note that as part of our safety procedures, we are required to wait until the bus returns to the depot before conducting a thorough search. This means that, usually, we can only contact you the next business day if we have found your item.

Yours faithfully,

School Engagement Team

Transdev John Holland Buses