



TRAVEL PROBLEMS

Pupils are allocated to school buses on the basis of the suitability of the route and the capacity available. It is not possible to move pupils without the prior approval of Communities Department, Nottinghamshire Transport Services.

The operators, the schools and local authority transport staff all work closely together to try and minimise problems. All schools are keen to maintain their standards and will work with local authority staff to take strong action against pupils who are disruptive on school buses. **An increasing number of school buses are now fitted with CCTV which record images and sound.**

If your child is caught smoking, causing damage or creating trouble on the bus they could:-

- ➔ Have their travel pass withdrawn
- ➔ Be banned from the bus, parents/guardians would then be expected to make alternative transport arrangements
- ➔ Be prosecuted by the Police
- ➔ Be required to pay for any damage they have caused.

WHAT TO DO IF THE BUS DOES NOT TURN UP OR IN THE EVENT OF SNOW OR OTHER BAD WEATHER

If your child's bus is regularly late or does not run, or if you have any comments about the service, please contact Communities Department, Nottinghamshire Transport Services. You will find the appropriate telephone number on the back of this leaflet.

All our operators should contact schools immediately they have any serious problems, due to vehicle breakdown or bad weather conditions. If the bus does not turn up and your child returns home, or if there are severe weather problems, please ring the school in the first instance. Staff should be able to advise you of the latest position and what arrangements are being made to try and get your child to school. If the school is unable to give you advice please ring Communities Department, Nottinghamshire Transport Services.

If bad weather occurs overnight it is possible that the school may be closed. Please listen to your local radio station who will advise on traffic difficulties, school closures and weather conditions. In some areas, particularly those that are quite isolated, the bus may not be able to operate even if the school is open. They may also have problems operating around some housing estates. However, in most cases they are able to run on the main roads.

If it snows heavily when your child is at school, please be re-assured that drivers will do everything possible to get your child home in consultation with school.

TRAVEL PASSES

To find out what travel assistance is available please read the booklet "Under 16 Travel Assistance Scheme" which also contains an application form. The booklet can be obtained from schools, libraries, City Tourist Information Centre, County Contact Offices, Education Offices or Communities Department, Nottinghamshire Transport Services. It can be found on the Nottinghamshire County Council website www.nottinghamshire.gov.uk/buses

If the pupil moves home address or changes school a new travel application form will need to be submitted and the current pass returned.

LOST, STOLEN, DAMAGED OR FAULTY PASSES

Any pupil who loses their travel pass should report to the school office as soon as possible to apply for a replacement pass. A charge of £5.00 will be made. If the pass has been stolen

then, provided a Police crime number can be supplied, the pass will be replaced free of charge.

All travel passes are now credit card size smartcards with a microchip embedded in the plastic. If the pass will not read properly but appears to be in good condition the driver will ask the pupil to report to the school office. A temporary pass will be issued for use whilst the smartcard style pass is checked.

Any pass which is in good condition but is faulty will be replaced free of charge. If the travel pass has been damaged the electronic reader on board the bus will not be able to read the microchip in the pass. The driver will ask the pupil to report to the school office. The travel pass must be replaced and a £5.00 charge will be made for this replacement.

Please note that all pupils without a valid travel pass or temporary pass must be ready to pay the appropriate fare for the journey made.

All travel applications are processed by

**Nottinghamshire County Council
Communities Department,
Nottinghamshire Transport Services
Trent Bridge House, Fox Road
West Bridgford, Nottingham NG2 6BJ**

BUS COMPANIES

A.O.T.Travel	0115 977 0077
Acorn Travel	0115 920 5305
Arriva	0116 264 0400
Bellamy Coaches	0115 928 8833
Butler Brothers	01623 753260
Freeway	01773 811711
Gem Mini Travel	01777 248503
Glenn Ryder Coaches	01623 825671
Gospels	0115 963 3894
Isle Coaches	01427 728227
J B Tours	0115 968 1166
J C Coaches	01623 861773
Johnson Brothers	01909 720337
K & S Coaches	01623 656768
K Matthews Travel	01909 484605
Kettlewell (Retford)	01777 860360
Lesleys Private Hire	01623 861096
Lowes Coaches	0115 955 0104
Marriotts Travel	01777 705456
Marshalls	01636 821138
M.A.S.S.	01909 550480
McEwens Travel	01623 646733
Meden Travel	01623 843528
Midland Fleet / Little Bus	0115 932 8581
Motorvation	0115 941 0123
Moxons Tours	01909 730345
Nottingham City Transport	0115 950 6070
Nottingham Minibus	0115 844 0343
Notts & Derby	01332 204568
Paul Winson Coaches	01509 232354
Premiere Travel	0115 985 1111
Redfern Travel	01623 627653
Sharpes of Nottingham	0115 989 4466
Silverdale Tours	0115 912 1000
Stagecoach East Midlands	0845 605 0 605
Tiger European (Urgent Services)	0115 940 4040
Tommy Travel	01623 481384
Trent barton	01773 712265
Unity	01777 817556
Veolia (Dunn Line)	08700 121212
Wallis Coachways	01623 870655
Wrights (Travelwright)	01636 703813

Nottinghamshire
County Council



School Transport
Safety Guide
May 2009

traveline
public transport info
0871 200 2233
www.traveline.info

BT callers charged 10p per min plus 6p set-up fee per call. Mobile and other providers charges vary



To receive a copy of this leaflet in large print, audio tape or Braille please ring 08449 80 80 80 for assistance

Contacting us

email travel.assistance@nottsc.gov.uk
phone 08449 80 80 80
minicom 01623 434993
fax 0115 977 4353
post Communities Department,
Trent Bridge House, Fox Road,
West Bridgford, Nottingham NG2 6BJ
www.nottinghamshire.gov.uk
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Nottinghamshire
County Council



INVESTOR IN PEOPLE

Safety Guide:

Valid from May 2009
until further notice

Please help the bus drivers to do their job and make the journey to school safe and trouble free.

Your child should read this leaflet and understand it. It will help them to become more aware of the need for safety. If you have young children you

might like to read it with them. Many children never ride on buses except to and from school. Please take them with you on a bus occasionally so that they can learn about consideration for other passengers and how to use the service safely.

Communities Department, Nottinghamshire Transport Services works closely with schools and bus companies to try to ensure reliable and safe school transport. Along with other transport related duties the staff process applications for home to school travel, arrange services and issue bus passes. Telephone contact numbers can be found within this leaflet. A number of bus companies operate throughout the county, and the County Council are committed in conjunction with these operators to provide good value for money and good quality services. Most of these services are contracted by the Authority to carry pupils entitled to free travel. School bus signs should be displayed. The rest are commercial services which pupils can use with their free or discounted travel pass provided by Communities Department, Nottinghamshire Transport Services. Some passes have a service number named on the pass. In this case the pass is to be used on the named service only.

Operators and their drivers do their best to provide a safe environment in which to travel but rely to some extent on the understanding and support of their passengers. Please encourage your child to behave in a sensible and safe manner and to follow the Safety Code.

freedomcard™

Remember **NOT** to cross the road close behind or in front of the bus. You must be able to see clearly both ways. Where possible use a pedestrian crossing.

Older pupils - please remember that your actions may influence younger children. **SET A GOOD EXAMPLE.**

Please follow the Safety Code

BEFORE THE BUS COMES

Always arrive at the bus stop before departure time and have your travel pass ready for inspection, or the correct money ready to hand in. Take good care of your travel pass. If it is damaged and a replacement is needed a fee will be charged to your parents/guardian.

Stay away from the kerb while waiting for the bus. Wait on the pavement well back from the road.

If the bus is more than 30 minutes late return home so that your parent/guardian can contact the school for advice.

WHEN YOU ARE ON THE BUS

An increasing number of school buses are now fitted with CCTV which record images and sound.

Stay in your seat all the time when the bus is moving.

Behave sensibly. Misbehaving can be dangerous and may cause an accident.

If you are banned then your parents will have to make their own arrangements to get you to school.

**BAD BEHAVIOUR
MAY RESULT IN
YOU BEING
BANNED FROM
THE BUS**

Leave the doors alone. Doors must only be operated by the driver (except in an emergency).

It is important that the driver is not distracted. Do not talk to him/her while the bus is being driven unless there is an emergency.

In the event of a breakdown, accident or emergency the driver should give you an instruction; do what he/she says.

No eating, drinking, smoking, dropping litter, or foul and abusive language on the bus please. Always have consideration for other passengers.

GETTING OFF THE BUS

Ring the bell once when the bus is approaching your stop.

Make sure you have all your belongings as you leave the vehicle. If you have forgotten something you will need to telephone the bus company. Some bus operators telephone numbers can be found within this leaflet.

It is important not to push other passengers whilst you are trying to get off. This could lead to a passenger falling down the stairs or being pushed out of the bus doors.

Younger pupils - If you are always met by an adult but they are not there, tell the driver.

Be careful as you get off the bus. Make sure that any coat, scarf, bags or bag straps do not get caught in the bus doors.

WHEN THE BUS ARRIVES



If you are at the front of the queue put your arm out to signal for the bus to stop. Make sure you get on the correct bus, especially if you have a particular service number marked on your travel pass. Stand well back from the point where the bus is to stop. Wait for the bus to become stationary before trying to get on. Do not push or rush for the door. Allow any passengers off before boarding. Board the bus in an orderly manner.

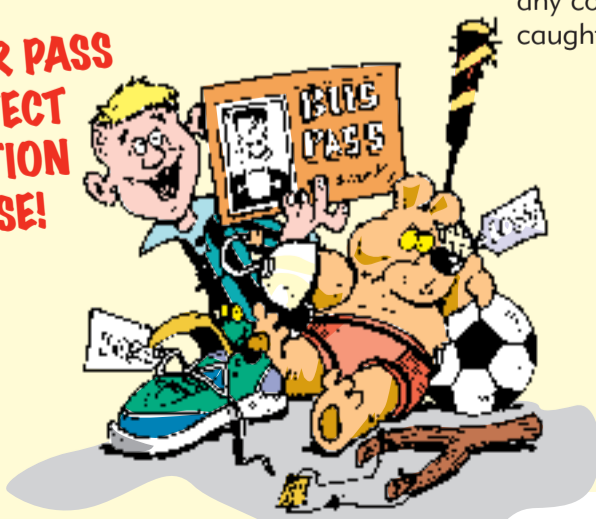
GETTING ON THE BUS

If you have a pass always show it to the on-board reader when boarding. If not, have the correct money ready. The driver and/or an inspector may also ask to make a visual check of the pass.

Find a seat quickly and quietly without pushing.

Listen to the drivers and do as they say.

**KEEP YOUR PASS
IN PERFECT
CONDITION
PLEASE!**



GETTING OFF THE BUS

Young pupils should be taken to the bus stop and supervised until the bus arrives. Parents/guardians should make sure that older children who make their own way to the bus stop know what to do if the bus is late. It is a parent(s)/guardian(s) responsibility to ensure that alternative plans are in place.

Please make sure young pupils are met when getting off the bus in the afternoon. Remember that this is a crucial safety time. Wait at the actual stop and not on the other side of the road. Pupils often forget safety rules when they get off the bus and run to meet those waiting for them.

Whilst every effort will be made to give your child a safe bus journey the responsibility for safety between the bus stop and home belongs to the parent(s)/guardian(s). It is **EXTREMELY** important that children are met on time. The driver has a responsibility to others on board. If when the bus reaches the stop a young child tells the driver that the adult who should be meeting him/her is not there then the following **EMERGENCY** procedure will be put into place:

- The driver will wait at the stop until his scheduled time.
- If the adult has still not arrived the driver will report the situation to his Operator Base for further advice wherever possible.
- The child will be advised to stay on board for their own safety. **THE DRIVER WILL THEN CONTINUE ON THE TIMED ROUTE.**
- It will be the parent(s)/guardian(s) responsibility to contact the Bus Operator Base to make arrangements to collect their child as soon as possible. (Some of the main operators telephone numbers can be found within this leaflet). **It is hoped that parents/guardians will work with all concerned to ensure that this emergency procedure is very rarely, if ever, needed.**

Help us to make their journey safe - Follow the Safety Code