



# DULWICH COLLEGE (SINGAPORE)

## SCHOOL BUS SERVICE GUIDE

October 2024



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## Introduction

This guide provides parents and students with comprehensive information about the Dulwich College (Singapore) school bus service. It outlines the terms and conditions of the service, along with the responsibilities and expectations for all parties.

The College engages an independent, local bus company, Woodlands Transport Services (WTS), to facilitate the transport requirements of our community. WTS has a fleet of over 90 air-conditioned buses, all equipped with three-point retractable seat belts, to provide safe and efficient bus services to over 1,500 students.

The Dulwich College (Singapore) Transport Department works closely with the WTS team on all bus transportation matters and assists all parents who have any queries or concerns about the service.

## **Registration**

Parents who wish to register their child for the bus service must complete the [online bus application form](#). These forms will be submitted online directly to WTS.

*NOTE: Place allocation will take two to four weeks to process, subject to space being available on the required route. The WTS Office will notify parents once seats are allocated.*

Parents must also read the following documents carefully:

- [Terms & Conditions](#) of Bus Service and Student Bus Rules
- [Waiver & Indemnity](#) Forms and Data Protection Policy

## Key Contacts

**Operations and Transport Department, Dulwich College (Singapore):** The Operations and Transport Office is located on the ground floor of the Junior School building.

**Senior Operations, Transport and Services Officer, Dulwich College (Singapore):**

Eswari Muthu

Tel: +65 9650 9129

Email: [eswari.kmuthu@dulwich.org](mailto:eswari.kmuthu@dulwich.org)

**Woodlands Transport Office:** The Woodlands Transport Office is located on the ground floor of the Performing Arts Centre.

**Operating Hours and Contact Information:**

- Monday through Friday, 7.00am to 6.00pm
- Closed on weekends and public/school holidays



- Contact Number: +65 6890 1097 / +65 9455 0597
- Email: [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)

## **Bus Routes & Costs**

**Central Area:** Ardmore Park, Arcadia Road/Gardens, Anderson Road, Anguillia Park, Bukit Timah Road, Balmoral Road/Crescent, Barker Road, Berrima Road, Binjai Park/Rise/Walk, Cuscaden Road/Walk, Chatsworth Road, Avenue, Coronation Road/Drive/West, Claymore Road, Cairnhill Road, Chancery Lane/Hill, Dukes Road, Duchess Avenue/Walk, Ewart Park, Fifth Avenue, Farrer Road/Drive, Gallop Road, Grange Road, Garlic Avenue, Greenwood Avenue, Hua Guan Avenue, Holland Road/Park/Hill, Holland Grove View, Rochester Drive, Jalan Lim Tai See, Jalan Tempua, Jalan Kampong Chantek, Jervois Road, Khaem Hock Road, Kings Drive, Kim Seng Walk, King Albert Park, Leonie Hill/View, Leedon Heights/Road/Park, Leyden Hill, Linden Drive, Maryland Drive, Mt. Elizabeth Road/Link, Mt. Sinai Road/Rise/Drive, Nathan Road, Nassim Road/Hill, Newton Road, Namly Drive/Crescent/Place, Oei Tiong Ham Park, Orchard Road/Blvd/Turn, Orange Grove Road, Peck Hay Road, Paterson Hill, Steven Road, Scotts Road, Tanglin Park/Rise/Walk, Robin Close, River Valley Road/Close, Sunset Way, Swiss Road/Club/View, Sixth Avenue/Crescent, Shelford Road, Swiss Cottage Estate, Tudor Close, Taman Nakhoda, Trevoise Crescent, Tanglin Park, University Road/Walk, Woolerton Drive/Park, Watten Estate Road, Wilby Road, Yarwood Avenue, Shenton Way, Marina Boulevard/Way, Toh Tuck Road, Chestnut Avenue, Dairy Farm Road, Almond Street, Eng Kong Road, Hillview Avenue, Hindhede Drive/Walk, Kismis Avenue.

**West Area:** Faber Hill, Pasir Panjang, Buona Vista Road, West Coast.

**North Area:** Woodlands, Yishun.

**South Area:** Depot Road, Keppel Bay Drive/View, Ocean Way/Drive, Cove Drive/Way.

**East Area:** Bayshore Road, Meyer Road, Siglap Road, Tanjong Rhu Road.

*NOTE: Please contact the WTS Office if the road or condominium you are looking for is not listed above. The WTS office can advise on the availability of the school bus service, journey times and fees. Routes may change from time to time at the discretion of the Transport Office to accommodate any changes to address requested by the parents.*



## Bus Rates

KM Mark	Zone	Per Term (2-way)	Per Term (1-way)
0.0 – 2.0	1	\$1,404.20	\$1,054.55
2.01 – 4.0	2	\$1,583.75	\$1,186.85
4.01 – 6.0	3	\$1,663.20	\$1,249.15
6.01 – 8.0	4	\$1,737.05	\$1,302.35
8.01 – 10.0	5	\$1,954.40	\$1,464.75
10.01 – 12.0	6	\$2,052.40	\$1,538.60
12.01 – 14.0	7	\$2,065.70	\$1,549.80
14.01 – 16.0	8	\$2,079.00	\$1,559.25
16.01 – 18.0	9	\$2,115.05	\$1,585.85
18.01 – 20.0	10	\$2,158.45	\$1,617.70
20.01 – 22.0	11	\$2,216.90	\$1,661.45
22.01 – 24.0	12	\$2,241.40	\$1,680.35
24.01 – 26.0	13	\$2,268.00	\$1,701.00
26.01+	14	Negotiable	Negotiable

- Distance calculated is based on Google Maps.
- Bus fare quoted is for per term, payable three times a school year (inclusive of GST).
- Invoices must be paid at least two weeks' prior the start of the term to secure a space on the bus. If payment is not made within the allotted time, students will not be permitted to board the school bus.
- Bus fare is not applicable for pro-ration should student not take the bus for any reason (including but not limited to CCAs, medical leave, holiday leave, school camps, overseas school trips and outdoor trips).
- For areas above 26.01km, bus fares and travelling time are subject to negotiation with Parents/Guardians.
- A send-back fee of \$40.00 is applicable for any student brought back to school due to absence of authorised guardian at the drop-off point.



## Change of Address

The Bus Office requires a minimum of two to four weeks' notice to make any change to the existing transport service. Please contact the WTS Office with the full address details and the date on which the family would like the bus service to commence.

If the school bus service is your preferred transport option, we strongly recommend checking the availability of the bus service before signing a new house lease.

## Arrival & Departure Times

Estimated arrival times for all school buses: 8.00am – 8.25am

Estimated departure times:

- DUCKS Half-Day Bus 12.30pm
- DUCKS / Junior/ Senior Full-Day Bus 3.45pm – 4.00pm
- CCA Bus 5.00pm

Over 2,000 students finish their school day activities between 3.25pm – 3.35pm. This means the College has over 90 school buses, parent and private vehicles, and other transportation gathering on campus at the same time. DUCKS students are escorted by their teachers to their allocated bus and all school buses are expected to depart between 3.45pm – 4.00pm depending on campus traffic flow. The College only permits the school buses to leave the campus from 3.45pm onwards once our staff have confirmed all students have boarded their bus.

The bus route has a maximum duration of 55 minutes in normal traffic conditions. Fees are based on the travel distance from home to the College, which is calculated from the student's residence to the College campus gate. However, students residing in more distant areas such as the East, North, Central, or Sentosa areas may experience slightly longer travel times. These travel times are also subject to weather and traffic conditions.

*NOTE: Times indicated may vary due to weather and traffic conditions. Please note that delays are common during heavy rain and thunderstorms. Usual routes get easily congested with vehicles travelling at slow speeds. The contracted bus service provider will inform all parents via text message should there be a delay of more than 10 – 15 minutes, wherever possible.*



## CCA Bus Service

Co-Curriculum Activity buses are available for students in Year 2 and above who participate in after-school activities, which end at 4.45pm.

The activity buses provide service to several pre-determined drop-off locations but do not provide island-wide coverage. CCA buses follow various routes daily which are dictated by the CCA list provided by the CCA Department.

*NOTE: CCA buses provide a drop-off service only. Parents must ensure that a responsible adult is at the assigned drop-off point to meet their child when the bus arrives. Junior and Senior students not met by a parent or other responsible adult will be left at the assigned drop-off point without any supervision. Year 2 students who are not collected by a parent, will be returned to College.*

Please contact the WTS Office for more information.

## Bus Rules & Regulations

### **Bus Rules**

Dulwich College (Singapore) requires parental assistance in educating children on transport safety rules and etiquette while on board the school bus.

- Students must remain seated while the bus is moving.
- A seatbelt must always be worn throughout the journey.
- Students are expected to speak quietly and to be respectful to each other, to the driver and to the bus attendants. There should be no name calling, bad language, teasing, bullying or fighting.
- No food and drinks are allowed, except for water.
- The bus must be kept free of litter.
- Seats are assigned by the School Operations & Transport Officer. Seats cannot be reserved for friends. Each student is entitled to one seat only and all bags should be placed under the seat.
- Older students are expected to fill the bus from the back, leaving the front seats for the younger children.
- Changing or removal of clothes is not allowed.
- Dangerous and sharp objects are not allowed on the bus.



## Bus Regulations

1. Students must be ready at the designated pick-up point at least five minutes before their scheduled pick-up time. Please note that the bus will wait a maximum of two minutes before moving to the next pick-up location. Parents will not be contacted to check where the child is, and the school bus provider is not responsible for subsequent travel costs to the school.
2. Parents and guardians of all DUCKS students must ensure that their child is met upon their arrival home. Students who are not met will be returned to school for collection at the DUCKS Office. Please note that the send-back fee of \$40 will be payable to the Transport Office upon collection. Junior and Senior students are not required to be met from the bus.
3. Students will only be collected and deposited at their homes at the scheduled time each day. Students are not permitted to alight from the bus before or after their registered address unless written notice has been given in advance to the Transport Office.
4. If your child is not using the bus at any time, the school and the Transport company must be advised, preferably in writing. Please email the student's teachers, respective school and WTS. Failure to notify that a child is being collected from school may result in the child being put on the school bus and taken home.
5. If your child is taken ill and not able to board the bus for the morning pick-up, please update the Transport App - Plotigo, email or inform someone at the WTS Office at +65 9455 0597 / +65 6890 1097.
6. Parents will be held financially accountable for any proven vandalism or intended damage caused on the bus by their child/children.

## Use 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 will call the parents for their approval and inform the school Operations & Transport Officer. The process is as follows:

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





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

**Discipline Guidelines**

The following guide has been designed to ensure there is a consistent process for identifying and reporting negative behavior on our buses.

In very serious cases, there will be no first or second warning. These include assault, damage to property and endangering the safety of others. In such cases, the student will be suspended from the bus service immediately.

If any student previously suspended in the same academic year commits another proven offence, then he/she will be refused travel on the buses for the rest of that year.

Stage 1 behaviours: Low Level	Stage 2 behaviours: Medium level or unsafe	Stage 3 behaviours: High level	Stage 4 behaviours: Serious
<ul style="list-style-type: none"> <li>• Talking loudly</li> <li>• Being silly and annoying others</li> <li>• Not listening to the Bus Attendant and general disrespect</li> <li>• Unkindness to others</li> <li>• Swapping toys/cards</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Repeated Stage 1 behaviour</u></li> <li>• Getting out of seat without being asked</li> <li>• Screaming/shouting</li> <li>• Unbuckling seatbelt</li> <li>• Saying unkind things</li> <li>• Refusing to follow instructions</li> <li>• Putting feet on seats</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Repeated Stage 2 behaviour</u></li> </ul>	<ul style="list-style-type: none"> <li>• Fighting</li> <li>• Aggression towards another child/adult</li> <li>• Vandalism</li> <li>• Bullying</li> <li>• Discrimination</li> </ul>
<ul style="list-style-type: none"> <li>• Bus attendant deals with behaviour on the bus and warns</li> </ul>	<ul style="list-style-type: none"> <li>• Bus attendant deals with behaviour, then completes white slip and passes to the bus coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Bus attendant deals with behaviour, then completes white slip and passes</li> </ul>	<ul style="list-style-type: none"> <li>• Same as previous level, with addition of year group leader seeking involvement from</li> </ul>



<p>the child about future behaviour</p>	<ul style="list-style-type: none"> <li>• Bus coordinator contacts class teacher who deals with the incident</li> <li>• Class teacher deals with the incident, speaking to the child, before logging incident on iSAMS</li> <li>• If repeated, the class teacher informs parents</li> </ul>	<p>to the bus coordinator</p> <ul style="list-style-type: none"> <li>• Bus coordinator contacts class teacher who involves YGL/ AYGL who deals with child, before logging incident on iSAMS</li> <li>• Class teacher informs parents</li> </ul>	<p>the individual school leadership team</p> <ul style="list-style-type: none"> <li>• Member of school leadership team contacts parents and issues a warning about more permanent sanctions</li> </ul>
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### Emergency Procedures

The safety of the children in our care is our number one priority whether at the school or on the school bus. In the event of an emergency, we will call all parents concerned.

If you have any concerns regarding your child’s school bus journey or an emergency, please contact the numbers below:

- **Dulwich Senior Operations, Transport and Services Officer:**
  - Eswari Muthu
  - Email: [eswari.kmuthu@dulwich.org](mailto:eswari.kmuthu@dulwich.org)
- **Woodlands Transport Operations Lead:**
  - Alan Lo Soon Ming
  - Email: [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- **Woodlands Transport Operations Hotline:**
  - Tel.: +65 6890 1097 / +65 9455 0597
  - Email: [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)



## Frequently Asked Questions

### 1. Who is Woodlands Transport?

- Woodlands Transport (WTS) is the largest private bus operator in Singapore. For over 50 years, WTS has been the go-to transport provider for factories, multi-national corporations and government agencies.
- It currently serves various schools such as Bukit Panjang Primary School, Pioneer Primary School, Stamford American International School, Lycée Français de Singapour, Hollandse International School and Pathlight School.
- Today, WTS owns and operates a fleet of 400 buses ranging from 1 – 45-seaters. This fleet is supported by their highly dedicated drivers and operational team who manage the day-to-day operations.
- To support their diverse transport operations, they also manage a holistic in-house engineering workshop service to maintain their bus fleet to the highest possible standards in terms of safety and compliance.

### 2. Is Woodlands Transport qualified to provide a bus service to the College?

- For 50 years, WTS has provided transportation services in Singapore, starting with Bukit Panjang Primary School, which they still serve today. In 2016, WTS set up a separate entity, focusing solely on School Bus operations. Dickson Tan, Head of WTS' School Bus Business, is supported by a team of school bus specialists who manage daily operations at Dulwich College (Singapore).

### 3. How can I apply for Bus Service and how long is the waiting time?

- Registering for the bus service at Dulwich College (Singapore) must be completed via the following link: <https://v2.schoolbus.solutions/>
- Do allow two to four weeks of processing time for the bus allocation to be finalised. Once the application is processed, WTS will contact you with the required bus information and date of commencement.
- It is in WTS interest to enroll your child(ren) onto the bus system as soon as we can. However, this may not always be possible given the transient nature of an international school community. Some bus routes may take a little longer than others to reshuffle and reroute to cater to everyone's needs. Nevertheless, we are committed to ensuring all student gets assigned a bus by the end of the two to four week timeline, from the time of application. This will include a request to change a residential address.



#### 4. What are your areas of coverage for bus service?

- The minimum coverage areas for WTS bus service are available on page 3. If your residential area is not listed, please do not hesitate to contact us.

#### 5. Why is there a \$40.00 send back fee if my child(ren) is not collected?

- WTS prioritises child safety, and we emphasise this daily to our drivers and bus attendants. It is a constant battle to encourage and remind our drivers to not drop off students without an authorised guardian there to pick up the child(ren).
- The implementation of this send-back fee is also to ensure that guardians, too, are at the drop-off point to ensure timely collection of the students. This will act as a deterrent to ensure that the overall transportation process is timely and on schedule. The send-back fee is passed on to the bus driver and attendant. WTS does not collect or keep any amount of the total collection.

#### 6. What will the travelling time be for my child(ren)?

- WTS acknowledges and understands the stress for students riding buses for an extensive period. Therefore, all bus routes will be planned so that they are capped at a maximum travelling time of 55 minutes.
- This is not possible for certain out-of-range residential areas. In the event of an out-of-range address, the travelling time may vary. However, all deviations from the standard time frame will be discussed and agreed upon with the school prior to the commencement of bus routes.

#### 7. Should I expect a frequent change of bus driver and attendant?

- Bus drivers and attendants do change from time to time. This is mainly due to the transient nature of an international school community. Families move in and out of the country, change residential address, new students join the school; these are some of the reasons that will impact the overall routing plan. Therefore, buses will be reshuffled to cater for these new requests. WTS is committed to abide by the stipulated time frames and guidelines for all buses deployed and bus routes planned.

#### 8. We love our current bus driver and attendant. Can we have them back?

- Changes do occur from time to time, and we may not necessarily engage the same bus driver and attendant to continuously service specific routes. Nevertheless, WTS strives to ensure consistent service delivery across the entire fleet deployed to meet the College's needs.



**9. Will my child(ren) be the last to be picked up and the first to be dropped off?**

- As much as WTS would like to have every student be picked up last and dropped off first, it is not logistically possible as bus transportation is a shared service that needs to be managed with the varied interests of the whole community in mind. Please refer to question 7 for more information.

**10. Can I request the bus to pick me up at my block?**

- As a rule, all pick-ups and drop-offs will be at the centralised condominium lobby or drop-off point whenever possible. If the bus is not able to safely enter the property, pick-up and drop-off will be performed along the main road, outside the guardhouse of the condominium.

**11. What about private property? Should I expect my child to be picked up at my front door?**

- As much as possible, pick-ups and drop-offs will be performed at your front door or gate. However, this may not necessarily be possible for all roads in Singapore.
- In the event of a cul-de-sac or narrow lane, pick-up and drop-off will need to be performed at the nearest and safest road junction, which may entail a short walk from your property.

**12. Is there someone on board the bus to manage my child(ren)?**

- Each deployed bus will come with a bus driver and bus attendant. The bus attendant oversees managing the students while on board. Should there be any incidents, the bus attendant will be the immediate responder and inform the DCSG Transport Office immediately.

**13. Are the bus attendants trained?**

- All bus attendants on board WTS-deployed buses undergo a government-regulated Bus Attendant Vocational License course. This is a three-hour course that covers basic safety of students, incident handling as well as how to react during an emergency.
- Over and above, WTS will also conduct periodic internal training sessions for all bus drivers and bus attendants. This takes place during the school holidays and covers areas such as:
  1. Basic First Aid Briefing and Booster Seat Training
  2. Students Handling
  3. Emergency Procedures



4. Vehicle Checks and Inspections
5. Safeguarding & Child Protection Messages

#### 14. Are the buses equipped with any seat belts?

- All buses procured will be installed with LTA-approved 3-point seatbelts, which are checked regularly for their condition and functionality by WTS operations staff.



#### 15. My child is young and little. Are there booster seats provided?

- Yes, for students under the height of 1.35m and travelling on small buses, LTA guidelines stipulate that the student must be belted up with an appropriate booster seat while the vehicle is in motion.



- WTS will be providing the required number of booster seats for all buses at no cost to parents or drivers. Training on usage for these booster seats will also be provided to bus attendants periodically.

#### 16. Is there any insurance coverage for my children on the bus?

- Yes, all buses deployed are mandated by LTA to maintain a valid Third-Party Vehicle Insurance coverage. Over and above the vehicle insurance, WTS also maintains general Public Liability Insurance for providing a bus service to students of Dulwich College (Singapore), capped at \$5,000,000.

#### 17. Are CCA buses provided for my child(ren)?

- CCA buses are provided at no additional cost to the standard termly bus fares for Year 2 students and above using TWO-WAY or ONE-WAY: SCHOOL TO HOME service only. Students whose CCA ends at or before 4.45pm are eligible to apply for the CCA bus.
- Parents can email the CCA Department at [CCAS.Singapore@dulwich.org](mailto:CCAS.Singapore@dulwich.org) to register for the CCA Buses. Kindly be advised that the CCA bus registration process takes three weeks to assign routes. CCA Buses are provided only during the CCA seasons.



### 18. You mentioned the WTS Parent Portal. What can I expect from it?

- The WTS Parent Portal (Plotigo) app enables parents to monitor their child's journey, including when the student boards and gets off the bus, and record their attendance on days that the child does not require the bus service.
- Please download the WTS Parent Portal (Plotigo) app from the [Apple App store](#) or [Google Play store](#). Contact the WTS Office for more information.

### 19. Is there anyone I can speak to if I have any feedback on the bus service?

- WTS operations staff are stationed on-site at the College daily from 7am – 6pm (during school days).
- Outside of operational hours, WTS staff can be contacted at +65 9455 0597.
- Alternatively, you may send an email to [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org) and WTS staff will respond to your email within three working days.

### 20. Who do I contact if have concerns?

- Safety on the bus: [eswari.kmuthu@dulwich.org](mailto:eswari.kmuthu@dulwich.org) or +65 9650 9129 and [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Bus driver or bus attendant behaviour: [eswari.kmuthu@dulwich.org](mailto:eswari.kmuthu@dulwich.org) and [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Bus running late: +65 6890 1097/ +65 9455 0597 or [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Child not arriving on the scheduled bus: +65 6890 1097/ +65 9455 0597 or [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Change of address: [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Timing and route information: +65 6890 1097/ +65 9455 0597 or [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)
- Billing enquiries: [buses.singapore@dulwich.org](mailto:buses.singapore@dulwich.org)