



## SCHOOL BUS SAFETY - GUIDELINES AND POLICIES

**Parents, Students, SISD and MAVERICK transport team can promote school bus safety in the following ways:**

1. Parents are required to assist and guide their child during the academic year on the basic guidelines of availing school bus service; especially for kindergarten and primary students. The children must have a good understanding of the location of bus stop along with acceptable behavior while waiting for buses and/or when on board. Safety is of utmost importance and should be emphasized by the parents.
2. Parents must ensure that their child is ready at the scheduled pick up time and location. Bus will not wait for more than three minutes. However the three minutes wait time should not be used on regular basis.
3. Parents are responsible for handing their child over to the bus attendant. If an authorized person has been designated to hand over and receive the child, parents must notify the transport team in writing.
4. Authorized person must be able to identify themselves to the bus attendant.
5. Parents/Authorized person must be on time to receive child from the bus at scheduled drop off time and location.
6. In case the child is not going to school on a particular day; parents must notify the transport team as early as possible.
7. In case a student does not avail either morning or afternoon or both routes of the bus service for more than 3 consecutive days; parents must notify the transport team prior to child resuming the regular transport service. If child is sick or travelling for more than 3 consecutive days, the transport team must be informed in order to optimize the route during this intermittent period.
8. In case of same day change of schedule such as self-pick up; parents must notify the transport team prior to 11.a.m.
9. If a parent/authorized person is not at the bus stop when the bus arrives, the bus attendant will not allow the student to disembark from the bus. The student will be returned to the school. The parents must make their own alternative arrangements to collect their child from school.
10. As per RTA rules and Regulations - "Driver shall have the right to return the student to school if no one is waiting at drop off location." - We are aware that number of parents do not meet their child from the bus and some older students cross road after getting off the bus. If you wish your child to be dropped off at the drop off point without you or authorized person being present, please provide the instructions in writing and sign the waiver form.
11. Parents may request a drop off other than the scheduled location however this request should be made at least one working day prior to the change and have it approved from transport team. The alternative location must be within the locations covered by Maverick and will be confirmed based on seat availability in the bus. Parents must provide a clear instruction and consent to drop off their child at the new location. Students will not be allowed to get off the bus at any other location other than the designated stop without prior written consent of the parents.

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12. In case of new location such as shifting residence; parents must notify the Maverick transport team two weeks in advance. Availability of school bus to new location is subject to availability and not guaranteed.
13. Parents must encourage their child to behave respectfully whilst in the care of the bus attendant and not to cause any disruption during the journey that may impact the health and safety of other students. Parents will be informed about any misbehavior during the trip. All parties will work together to resolve any issues however if all efforts fail then Maverick has the right to rescind the transport facility.
14. All registration formalities must be completed prior to availing bus service. All students aboard school bus are to be registered as school bus students.
15. Parents must immediately update and notify of any change in contact details, authorized person etc. in order to ensure safety of the child and effective communication
16. Departure from School: Students should arrive punctually to the bus as it is not possible to wait for them post the designated departure time. This would not only be inconvenient but also would delay other children who arrived on time and effect the overall timing of the entire journey.

Students should be at the bus stop at least 2 minutes prior to scheduled pickup time.

17. Students must be seated at all times when the bus is moving. They should be seated in their pre-allocated seat, facing forward at all times. For safety and as a courtesy to others aboard the bus, students should refrain from kicking the seat in front of them and avoid any obstructions into the aisle.
18. Students must not remove the seat belt or leave the bus without the bus attendant's permission.
19. Students are responsible for their school bags and belongings, which can be kept on their laps or under their seat.
20. It is permissible for students to use laptops, tablets, iPods, mobile phones etc., provided they are on silent mode and are not a distraction to other students and driver.
21. Students should refrain from shouting, screaming or making loud noises while on the bus.
22. Use of abusive language, profanity, obscene or rude gestures while on the bus in not acceptable. This will be deemed as a serious misbehavior issue and incident will be reported.
23. If a student misbehaves while on the school bus, the bus attendant or transport supervisor has the authority to raise a complaint for taking disciplinary action against the child. In severe and/or repeated cases of misbehavior more than 3 times, a child's transportation privileges can be suspended.
24. Drinking water and eating snacks is permissible but without any liability to the MAVERICK.
25. Littering in the bus is not permitted.
26. Students are strictly prohibited to access, handle or tamper with the emergency equipment on the bus. Any deliberate damage will be charged to parent. These can be used only in emergencies and when asked by driver or bus attendant.

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27. Students should remain seated until the bus comes to a complete stop. Upon arrival at school, students in the front seats will exit the bus first in an orderly manner.
28. The primary role of the bus attendant is to ensure all students are boarded safely on the bus, to maintain a daily attendance register of students (tablet based), to ensure all necessary safety protocols and order are maintained on the bus prior, during and after the journey. She will also intimate her supervisor if school bus arrival and departure to / from the school is to be delayed by any more than fifteen minutes.
29. Students must follow the bus attendant's instructions at all times and treat her with respect. She may be contacted by parents for queries relating to bus status during the journey time.

### **OPERATIONAL GUIDELINES:**

30. **ROUTES:** Routes are designed by experienced operational team which includes senior drivers and senior supervisors with extensive knowledge of Dubai roads. Routes are designed fairly without prioritizing any particular student and overall objective is to ensure everyone arrives in acceptable time approved by the school.
31. **FIRST PICK UP – FIRST DROP OFF RULE.:** It is not possible to implement this rule on all routes due to nature of locations, traffic flows etc. Maverick cannot guarantee that this rule will be observed.
32. **SCHEDULED TIMINGS:** Scheduled pick up and drop off times are approximate and may change in case of student(s) joining, leaving and absent on the same route. Time may change due to traffic, accident or other incidents beyond Maverick's control; therefore Maverick cannot guarantee same time throughout the academic year.
33. **ACCESS:** Maverick will make every effort to pick up and drop off the child close to their house but reserves the right to make consolidated pick up and drop off points for areas where bus access is not possible or compromises the safety of the passengers as well as road users.

For all your queries, requests, instructions and feedback, please email to Maverick Transport team at [transportsisd@maverickrental.com](mailto:transportsisd@maverickrental.com). Any verbal request or instruction to SISD, transport coordinator, transport supervisor and/or bus attendant will not be acknowledged.