



Our Ref: CIR/WTP/2018/100

9 October 2018

**INFORMATION SHEET ON SCHOOL BUS SERVICES FOR YEAR 2019**

Dear Parents

**School Bus Operator for 2019**

- We would like to inform you that the school has appointed a new bus service provider, L&W Transport Services Pte Ltd, for the period of 2 years from 1 January 2019 to 31 December 2020 to provide the following services:
  - Daily School Bus Services for sending/fetching your children to and from school; and
  - Bus Services for after school activities (i.e. sending pupils home from school after enrichment programmes, supplementary classes or CCA).
- L&W Transport Services Pte Ltd operates only 13 and 23 seaters buses with each seat fitted with a seat belt. The use of smaller buses also means better access to pick-up points (e.g. covered HDB/Condominium foyer instead of along roadsides, to keep students out of inclement weather) and shorter journey time for our children where possible.
- We would like to take this opportunity to highlight that starting 2019, the annual bus fares will be collected over 9 months in January, February, March, April, May, July, August, September and October. There will be no collections for the months of June, November and December. School bus services will still be provided on every school day in the months of June, November and December. An example is shown in Appendix A.
- The negotiating pick-up time and fares by areas is broadly outlined in the table below. The table below also shows the 'Not to Exceed' Prices for both the daily school bus services and services for after school activities.

Daily School Bus Services			
Areas	One-Way	Two-Way	Negotiating Pick-up Time
Sembawang Estate	\$80	\$120	0630 – 0700 L&W aims to arrange for a late pick-up time. For example, if there are 13 students from a single pick-up point, L&W may consider sending these students straight to school without any other stop. A later pick-up time may then be negotiated.
Sembawang Springs Estate <sup>1</sup>	\$80	\$150	
Canberra Walk, Canberra Way, Canberra Drive Estate	\$80	\$150	
End Sembawang Road, Sembawang Straits Estates	\$80	\$150	
Yishun, Woodlands Estates	\$85	\$180	0620 – 0650
Bus Services for after school activities			
Up to 4km			\$3
>4 to 6km			\$5

<sup>1</sup> covers Visionaire, Brownstone, Canberra Residence, Yishun Sapphire, Yishun Emerald, Seletaris, 8 Courtyard @ Yishun

5. For students staying beyond 6km, parents may approach the bus operator directly for negotiation of bus fares.
6. Parents interested in using the school bus services in 2019, please complete the attached request form and forward it directly to the bus operator liaison officer by **2 November 2018**. The details are as follows:

Name of Bus Liaison officers:	Nick (8511 1851) Eddie (8617 1338)
Email address:	sales@wltransportservices.com

### **Other Information**

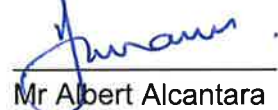
7. We would like to highlight the following:
  - a. The school bus service is provided for trips to and from the school before and after official school hours as follows:
    - i. Daily school timing: 7.45am to 2.00pm (Mon, Tue, Thur, Fri) and 2.30pm (Wed)
    - ii. Latest arrival time in school: 7.20am
    - iii. Latest departure time from school (time which the buses depart from the school): 2.15pm (Mon, Tue, Thur, Fri) and 2.45pm (Wed)
  - b. It is the parent's responsibility to pay the monthly bus fare directly to the bus operator by 10<sup>th</sup> of every month or the next school day if 10<sup>th</sup> falls on a non-school day.
  - c. Parents are advised to take note of the operator's termination clause.

### **Feedback**

8. The school will continue to seek feedback from parents periodically. Parents may also provide feedback directly to the school. The information gathered will help the school in assessing the appointed bus operators' performance and decide whether to renew their contracts or go through the proposal invitation process to appoint new operators.
9. For any feedback concerning the service standards and behaviour of the bus drivers/attendants, parents may contact the school's office at 6753 3319.

Thank you.

Yours sincerely



Mr Albert Alcantara  
Principal  
Wellington Primary School

Introduction

Currently, the school appoints a school bus operator to help parents make transport arrangement for their children. The school will invite proposals from operators registered with the Government Electronic Business Centre (Gebiz) and select the operator who can deliver the services required and have submitted the most competitive prices in term of base fare. Parents will then engage the appointed bus operator to agree on the actual bus fare, taking into account the distance, route and other factors such as the seating capacity of the bus. The contract period is normally about 2-3 years. When the contract expires, the school will go through the procurement process again.

Enhanced Process

2. We have enhanced the process under the MOE School Bus Service Pilot Project which will take effect from January 2019 as follows:

- a. The school will extend the invitation for proposals for bus services to all interested bus operators so as to attract more competitive offers. To achieve this, the school will advertise the invitation at the Information Notice Board for School Bus Services (IBSB) website developed by MOE HQ.
- b. Interested bus operators will be required to submit the 'Not-To-Exceed' (i.e. the maximum) fare for each distance benchmark (i.e. 2km, 4km and 6km). These fares will help parents negotiate with the appointed school bus operators, if there is a need to do so. The bus fares will not go beyond the NTE during the service period. For students staying beyond the maximum distance range, parents will negotiate fares with the bus operator.
- c. The annual bus fares will be payable over 9 months in a school academic year. The collection months are January, February, March, April, May, July, August, September and October. There will be no collections for the months of June, November and December. Please refer to the illustration in Appendix A.
- d. The school will publish the fares quoted by the appointed bus operators in the IBSB website at <https://schadmsvc.moe.gov.sg/moeibsb/> for viewing by parents. Parents can also access the IBSB website through the 'Info for School Bus Services' button in MOE Internet Homepage (at <http://www.moe.gov.sg/>).

This example compares 12-months and 9-months payment schedule based on an annual fare of \$1,080.

Month	12-months	9-months
<b>Jan</b>	\$180	Pay Dec fare in advance \$120
<b>Feb</b>	\$90	\$120
<b>Mar</b>	\$90	\$120
<b>Apr</b>	\$90	\$120
<b>May</b>	\$180	Pay Jun fare in advance \$120
<b>Jun</b>	0	0
<b>Jul</b>	\$90	\$120
<b>Aug</b>	\$90	\$120
<b>Sept</b>	\$90	\$120
<b>Oct</b>	\$180	Pay Nov fare in advance \$120
<b>Nov</b>	0	0
<b>Dec</b>	0	0
<b>Total</b>	<b>\$1,080</b>	<b>\$1,080</b>

Payments are spread equally over 9 months

Benefits of 9-month payment schedule:

- No advance payment is required for the month of Dec, Jun and Nov.
- Bus fare is paid over 9 equal payments.
- Pay as use basis