States of Jersey

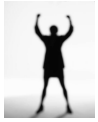
Transport & Technical Services

School Buses

Information Guide for Parents and students

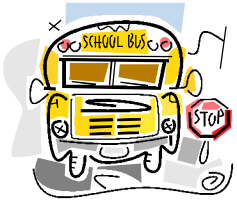
connex

Here are some challenges and some alternative things to do if they happen to you. Please talk them over with a parent.



IT IS A VERY GOOD IDEA TO HAVE A BACK-UP PLAN IN CASE YOU MISS YOUR SCHOOL BUS.

REMEMBER – YOU NEED TO FLAG THE BUS DOWN BY WAVING!



WHAT IF THE BUS DOESN'T STOP, IT IS FULL, OR IS MORE THAN 10 MINUTES LATE:

Do one of the following:-

- if you catch your school bus in town or along the inner road west of town, flag down the next one to pass. If it isn't going to your school, tell the driver what happened. He will either take you there if he can or will radio for another of your school's buses to try to collect you.
- if you live anywhere else and you have a mobile phone or access to a normal telephone, call Connex on 877772 and explain your problem to the school bus inspector. They will collect you if they can.
- wait for the next Connex service bus if this will get you close enough to your school to walk, (***check this out before term starts***).Your school bus ticket can be used on ordinary service buses.
- go back home and tell your parents. If they have gone to work, and Connex say they can't collect you, phone your parents as soon as possible ***and*** then phone school at 08:30. ***They both need to know where you are.***

Sometimes the bus will be late. If it has not appeared after 10 minutes take action as detailed above; if you do not have a mobile phone, it is a good idea to always carry a 50p coin in case you need to use a payphone.

Always carry your school telephone number and a number on which you can contact your parents or a chosen relative.

WILL THE BUS WAIT IF I AM LATE? :-

NO, as this would delay the bus at other stops en-route and other students would worry about it. Make sure you are at the stop ***before*** the advertised time.

WHERE DO I CATCH THE BUS AND WHICH ONE DO I CATCH? :-

At the nearest normal bus stop to where you live, as long as the school bus travels that way. Timetables and routes will be published each Summer Holiday in the JEP on the last Saturday before school restarts and are available on www.gov.je/schoolbus

School buses stop at all normal bus stops ***on request*** along their route and in some places at specially marked school bus stops. If you find that you do not live on a school bus route, you will need to walk to catch one or get a lift ***from a person with your parents'/ carer's approval*** as far as the nearest stop.

On some roads more than one suitable bus will run. If you cannot see a suitable bus on your school's timetable, look at other buses for an alternative.

WHAT IF THE BUS IS LATE ARRIVING AT SCHOOL – DO I GET PUNISHED?

Because of traffic congestion around St. Helier, it is not possible to guarantee that every bus will always arrive on time. Each bus should arrive at school giving you 10 minutes to sort yourself out. If the bus is late then you will be with quite a number of others with the same situation and ***you must tell the school office when you arrive*** so that teachers can be informed of the problem and not give out punishment.

If you think a teacher is being unreasonable in this respect you must get your parents to take the matter up with the school direct.

I AM WORRIED ABOUT CATCHING THE BUS IN CASE I AM BULLIED.

It is very unlikely that this will happen, ***but if it does*** you must tell the driver or the teacher at your school who is responsible for school buses (find out who this is).

Any student found guilty of bullying will be banned from school buses – either permanently or for a lengthy period. ***If you are having problems, sit at the front near the driver so that he can see you easily.***

WHAT HAPPENS IF THERE IS FIGHTING ON THE BUS?

If something happens between students on the bus, the driver will stop and try to sort out the problem. If he can't and he feels that what is going on is affecting the safety of the bus, he can insist that those students causing the problem get off and either walk or catch a service bus. He will call the police if the problem cannot be resolved.

Do not become involved in any bad behaviour and help the driver as much as you can. He is there to get you to where you need to go and you need to work as a team. Unruly students will find themselves banned from school buses. Remember, it isn't just ***any old school bus***, it is ***your school bus*** and if there are too many problems it can be withdrawn.

All students on a bus have a collective responsibility to stop bad behaviour.

IF THE BUS BREAKS DOWN OR GETS STUCK IN BAD WEATHER:

Please stay on the bus until help arrives and behave responsibly. You could be there for a while. If you are one of the senior pupils on the bus, please help the driver to keep order. Organise passive games like I Spy etc; play music; anything reasonable that you can think of - it does help.

IF THE BUS IS INVOLVED IN AN ACCIDENT:

- Follow the driver's instructions but **do not leave the scene** unless instructed to do so by the police or emergency crews.
- Use a mobile phone to contact your parents if you need to, but since the police may need a witness statement from you, again ***do not leave the scene without permission***.
- If you are asked to get off the bus, please be aware of other vehicles and stand in a safe place. Ask for help if you are not sure.

If the driver is hurt and maybe other students as well, the senior students on board should use their common sense in difficult circumstances. Someone will need to take charge, keep calm and see that the following are done - with any help that you can find:

- **Get all *uninjured* students out of the vehicle** (use the emergency exit at the rear of the bus if necessary) and have them marshalled in a safe place.
- **Search the outside of the vehicle** for the battery isolator/emergency engine cut-off switch cover and then operate the switch. Sometimes it will be near the door, sometimes at the rear.

- **Phone the emergency services on 999 or 112**. There is a practised emergency call-out for school buses - but they will need to know your location. If you are not sure, another student will know – ask!
- **If the accident is on a bend,** flag down traffic if there is a risk that oncoming drivers will not see the accident until too late. ***Be careful***, especially at dawn/dusk.

- **Give the driver and other injured people what comfort can safely be given**, ***but do not move them unless absolutely necessary***. Don't forget the occupants of any other vehicle/s involved. The emergency crews will take over when they arrive.
- **Ask any fit adult** at the scene to help.
- ***KEEP IN MIND YOUR OWN PERSONAL SAFETY AT ALL TIMES***. Spilt fuel is very dangerous in the vicinity of hot exhausts and sparks. Allow no smoking!
- **Students from near the front of the bus, *who saw what happened*,** should not leave the scene without talking to the police.

WHAT IF I LOSE SOMETHING ON THE BUS.

Phone the bus company as soon as you can on the following number. Tell them your school and bus number and what you have lost. **Connex, Tel: 877772.**

It is a good idea and helpful to label your possessions with your school name as well as your own.

Best of all:- **MAKE SURE YOU LEAVE THE BUS WITH WHAT YOU TOOK ON BOARD.**

WHEN YOU GET OFF A BUS

NEVER CROSS THE ROAD EITHER IN FRONT OF, OR BEHIND IT. WAIT UNTIL IT MOVES AWAY AND YOU CAN SEE CLEARLY.

FINALLY:

There is a ***Code of Practice*** for travel on school buses. Make sure that both you and your parents read and understand all of the information in it. Copies are available from secondary school offices, Sand Street Car Park offices and on the website www.gov.je/schoolbus.

If you have any other problems or queries, or you cannot raise anyone listed in this guide, please call States of Jersey Customer Services on 445500.