



# SCHOOL BUS

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# HANDBOOK

MONTRI TRANSPORT CORPORATION PUBLIC COMPANY LIMITED



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# ABOUT MONTRI

With over 50 years of experience in the transportation service, we endeavor to provide the best standards of school bus services for our customers, with particular emphasis on safety and punctuality. Moreover, we are extremely committed to achieving the company's goals, one of which is to provide quality services through our sincerity and promptness, aiming to maximize customer satisfaction.

We are happy to be a part of a school community that fulfills the happiness for the students while traveling between home and school. We endeavor to continuously enhance our transportation services to ensure that school bus transport is safe and reliable.

This handbook aims to provide parents with comprehensive information regarding the terms and conditions of our service, including policies, code of conduct, suggestions and contact information for reaching MONTRI.

*We are proud of our outstanding record in school bus safety.*

# SCHOOL BUS



## SCHEDULE TIME

Class level	MORNING Arrival Time	AFTERNOON Departure Times				
		Regular Bus	Activity Buses			
<b>Kindergarten Students</b> (PS, MS, GS)	07:45 a.m.	02:10 p.m.	03:10 p.m.			
<b>Elementary Students</b> (CP, CE1, CE2, CM1, CM2)		02:10 p.m.	03:10 p.m.	04:10 p.m.		
<b>Secondary Students*</b> (6 <sup>ème</sup> , 5 <sup>ème</sup> , 4 <sup>ème</sup> , 3 <sup>ème</sup> , 2 <sup>nde</sup> , 1 <sup>ère</sup> , Tle)		02:10 p.m.	03:10 p.m.	04:10 p.m.	05:10 p.m.	06:10 p.m.

*Remark: \*The afternoon bus departure time for secondary students is determined by the weekly schedule provided by LFIB, which is based on the students' activities.*

### MORNING TRIP

- ✓ Please note that the bus will wait for only THREE MINUTES after the designated time before moving onto the next pick-up point. Please be aware that no call from MONTRI will be made to notice the bus's arrival. Therefore, please plan to arrive at your pick-up point FIVE MINUTES before your scheduled pick-up time so you may board the bus as soon as it arrives.
- ✓ If your child will be absent or ride only one-way on a certain day, please call MONTRI Customer service via the contact information on Page 12.
- ✓ Please inform MONTRI Customer service 1-2 days in advance if you would like to change the pick-up or drop-off address temporarily or permanently.

### AFTERNOON TRIP

- ✓ All bus riders will be boarded at the Main Parking area through the connecting door of the administrative building without having to exit through the school's reception area.
- ✓ LFIB will accordingly prepare the list of students who attend after-school activities for MONTRI. Nonetheless, parents should contact MONTRI Customer Service directly in order to clarify any questions or concerns regarding activity bus services.
- ✓ In case of urgent requests, your child's after-school activity schedule has changed. Please inform MONTRI directly, calling is greatly appreciated for the fast communication.
- ✓ If a student does not arrive at the bus promptly in the afternoon as scheduled bus time, a student may wait for the next bus round if it is available, otherwise, the parents must arrange for alternative transportation to pick their child up from the school.

# PASSENGER CODE OF CONDUCT



## No Wait Policy

**MONTRI'** buses follow a "No-wait policy." This ensures the punctuality and efficiency of the bus service, minimizing delays for all students.

- ✓ Please plan to arrive at your pick-up point 5 minutes before your scheduled bus time. When a student is late, other students will be kept waiting at all remaining pick-up points.
- ✓ If the bus arrives on time and a student is not at the pick-up point, the Bus Driver will inform the office to get permission to move on and to document the time. This process will take about 3 minutes. When the permission is given, the bus will leave for the next stop regardless of whether or not the student has arrived at the bus.

**Please Note:** It is the responsibility of parents to arrange alternative transportation to school if a child(ren) missed the bus because he/she was not there to board the bus at the appointed time.



## Seatbelt Policy

- ✓ All students are required to fasten the 3 - Point - Retractable seat belt at all times while on the bus.
- ✓ If a student does not comply with this regulation, the Bus Monitor will remind the student about the policy for the first offence.
- ✓ For the second or third offence, Customer Service staff will report to parent and send a copy of the report to the appropriate LFIB school office.

# PASSENGER CODE OF CONDUCT (cont.)

- ✓ Please fasten your seatbelt when you get on the bus, or ask the Bus Monitor for assistance if needed.
- ✓ Do not stand or move around while the bus is moving.
- ✓ No one is permitted to save a seat for another person or leave belongings on the other seats. The seats must remain upright.
- ✓ Keep hands, arms and head inside the bus. Do not stick anything out of the window. The Bus Monitor will ensure that the bus door remains closed at all times, especially when the bus is in motion.
- ✓ Please talk quietly and do not talk to the driver unless it is an emergency. The driver needs to concentrate on driving, and distractions is a leading cause of accidents.
- ✓ The use of profane language, yelling, loudness or fighting is strictly forbidden. The Bus Monitor will supervise the bus riders and make a report if an incident happens.
- ✓ Do not deface or litter on the bus. Bus riders are expected to show respect for private and public property. Parents will be held accountable for any damages resulting from the behavior of their children.
- ✓ The Bus Monitor will not allow the bus riders to get off the bus at any undesignated points.
- ✓ All bus riders are responsible for their valuable belongings on the buses. Neither MONTRI nor LFIB will be responsible for items left or damaged on the buses.
- ✓ Please wait your turn and avoid crowding. Mind your step and ensure you have all your belongings.
- ✓ Sharp instruments and satay sticks are not permitted on MONTRI buses.
- ✓ Strong smell food and/or cup of drinks are not allowed on MONTRI buses.
- ✓ Bus riders and parents are expected to show respect to 'MONTRI' employees and fellow bus riders.
- ✓ If your child has allergies, please note that you must complete the consent to share allergy/medical condition details for your child(ren).

# SAFETY FEATURES

## 3-Point-Retractable Seat Belt

3-Point-Retractable Seat Belts are installed for the safety and reliability of our service. Students are required to fasten their 3-Point-Retractable Seat Belt at all times. Bus Monitors will remind and assist students regularly.



## School Bus Cleaning

- The bus drivers clean up the buses twice a day by using the antiseptic liquid around the seats, seatbelts, handles, etc.
- The school buses will be cleaned using a disinfectant sprayer once a COVID-19 case is found.



## Speed Limit

'MONTRI' school buses will not be operated at speeds that exceed;

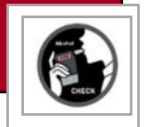
- 10-15 km./ hour on school ground
- 30-35 km./ hour on narrow street
- 60-75 km./ hour in municipal area
- 80 km./ hour on expressways

The speed will be further reduced in traffic, bad weather, and other circumstances to ensure safety for passengers, pedestrians and the general public.



## Alcohol Check

- Each driver must pass a daily alcohol safety check, which utilizes our new and advanced Alcohol Electronic Detector before starting their duties.
- Failure to pass such checks will result in a day's suspension from work.



## Training Programs

- Daily staff meetings are conducted by Chief Supervisors and Supervisors to respond promptly to concerns and problems that have arisen as well as to maximize customer satisfaction.
- Special conferences with guest speakers concerning smoking, alcohol, and drug abuse.
- Specialized training: First Aid & CPR, Child Protection, Defensive driving and Emergency response.



## Maintenance

All Montri school buses meet Thai safety standards and undergo extensive maintenance inspections. Each day before operation, all drivers are required to perform a visual safety inspection of their bus and report any deficiencies. MONTRI has its own garage and Maintenance Department for prompt service.



# CHILD PROTECTION



**unicef**

originally called the United Nations International Children's Emergency Fund in full, now officially United Nations Children's Fund, is an agency of the United Nations responsible for providing humanitarian and developmental aid to children worldwide.

**MONTRI** is proud to have completed the Child Protection Results-Based Management Resource Pack, certified by UNICEF, which aims to enhance knowledge and understanding of child protection through clear and practical guidance.

Bus drivers and bus monitors undergo rigorous training aimed at equipping them with the necessary skills and knowledge regarding the protection of children.

The emphasized issues are as follows:



✓ **Protection from Abuse and Neglect:**

No one should hurt the child in any way. Adults should ensure that the child is protected from abuse, violence, and neglect.

✓ **Sexual Abuse:**

Every child has the right to be protected from sexual abuse. This means that nobody can do anything to the child's body that he/she does not want them to do, such as touching, taking pictures, or making the child say things that he/she does not want to say.

To ensure that our bus drivers and bus monitors maintain a high awareness of child protection issues, they are required to attend the course twice a year. Additionally, MONTRI authorities are responsible for documenting and monitoring the results.



# SPECIAL PROVISIONS

## CCTV

### EXTERNAL

- A CCTV camera is installed on the windshield of buses to record driving performance.

### INTERNAL

- Recording the current situation inside the vans/buses, such as unexpected behavior or misconduct.
- In case of an unusual incident, Customer Service staff reports the case with CCTV footage to the school authorities.
- The CCTV footage will be seen by authorized persons from MONTRI and the school.

## GPS (GLOBAL POSITIONING SYSTEM) VEHICLE TRACKING DEVICE USAGE

- Bus Speed
- Breaking paddle
- Driving Behavior
- Real-Time Location

## HERMES TRACKING SYSTEM

The "HERMES Tracking System" provided by PTT Digital Solutions Company Limited, offers several key benefits tailored for parents:

- **Real-time Notifications:** Parents receive notifications when their children board and alight from the school bus, ensuring peace of mind and awareness of their safety.
- **Estimated Arrival Time:** The system provides parents with the estimated arrival time of the school bus, calculated based on factors such as the number of students/stops, and daily traffic conditions.
- **Live Location Tracking:** Parents have access to the real-time location of the school bus their children are on, enabling them to monitor the bus's progress and anticipate arrival times accurately.

These features collectively enhance the convenience, safety, and efficiency of the school bus transportation system for parents and guardians.

# SPECIAL PROVISIONS (cont.)

## FAST COMMUNICATION SYSTEM (PUSH-TO-TALK APPLICATION)

The supervisor team and 'MONTRI' Head office can keep good and fast lines of communication among the operation team; Bus Drivers & Bus Monitors to ensure the smoothness and quality of school bus service through push-to-talk applications installed on mobile phones.

## TRAFFIC CONGESTION AND LATE HOME ARRIVAL

In case the home arrival time is likely to be late from the usual arrival time by 30 minutes or more (e.g. due to traffic), Customer Service staff will attempt to notify parents of the delay by SMS. Parents may also call Customer Service team if they have any queries regarding the drop-off time.

## STEPS TO FOLLOW WHEN THERE ARE PROBLEMS WHILE TRANSITING

- When a school bus is having trouble while in transit, the bus will slow down and make way into the emergency lane or side of the road.
- Do not come out of the vehicle unless it is necessary. The Bus Driver will contact 'MONTRI' Head Office/Bus Managers/Bus Chief Supervisors who will then supervise closely, and take prompt actions accordingly.

Remark: In this case, a standby bus will be immediately sent to pick up all remaining bus riders on the bus.

## MEDICAL EMERGENCY

- If a bus rider gets sick on his/her way to or from school, the Bus Monitor will contact our Customer Service Dept. Customer Service staff will subsequently contact the bus rider's parent(s). If necessary, the bus rider will be taken to the nearest standard hospital, or the hospital of the parent's choice. A standby bus will be arranged to take the remaining bus riders' home or to school.
- If a bus rider gets sick before getting on the afternoon bus, the Bus Monitor will inform the Bus Supervisor. The bus rider will then be taken to the nurse's office where the school nurse will care for the bus rider and contact his/her parents.

# EMERGENCY PROCEDURE



Bus Monitor and/or Bus Driver check(s) students for any injuries.  
Also, Bus Driver inspects any damage to the vehicle.



Bus Monitor reports details of the incident to the Bus Supervisor and Montri Customer Service team. The Bus Monitor will then receive further instructions from the Bus Supervisor.



After receiving information from the Bus Monitor, Customer Service staff will immediately notify parents.



Injured student(s) is/are taken to the nearest hospital, or the hospital of the parent's choice.



After initial notification, parents and school officials may communicate directly to provide/gather additional information.

# PARENTS

## JOINING A BUS CONDITIONS

Parents can accompany with their child(ren) if seats are available. The number of free rides per semester for parents is determined by the number of children enrolled in the bus service.

*For example, a mother with a child enrolled in the school bus service is entitled to ride the bus for free of charge once per semester (One-way trip).*

For additional rides, please be advised that parents will be charged as detailed in the table on Page 10.

## BRINGING A FRIEND HOME

- MONTRI will not transport non-regular bus rider to sleepovers or birthday parties etc. to a stop that is outside of the designated location.
- Friends or non-regular bus rider can travel on the bus if he/she is traveling with a student who is a regular bus rider and is going to the designated stop.
- 'MONTRI' cannot allow students who are not on the bus roster to get on the bus without a permission letter from their parents.
- Please call MONTRI Customer service to check the available seats one day in advance.

Non-regular Bus Rider/Parent	Fee for School Bus service	Fee for MRT/BTS shuttle service	Remark
One way trip - Morning	500 baht	500 baht	If seat is available
One way trip - Afternoon	500 baht	500 baht	If seat is available

# SCHOOL BUS INSURANCE

'MONTRI' procures insurance, throughout the contract term, that shall jointly insure 'MONTRI' and LFIB, as follows:

- I. Liability and accident insurance includes death, bodily injury, property and damage and medical payments resulting from automobile accidents. It also provides coverage for all domestic judgments, in favor of third parties, including at least all authorized bus riders.

## A. Personal Accident

	Each Person	Each Occurrence	Per Policy Year or Aggregate
<b>Death</b>	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
<b>Dismemberment</b>	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
<b>Permanent Disability</b>	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
<b>Medical Expenses</b>	฿ 50,000	As per total no. of bus riders	As per total no. of bus riders

## B. Liability to Passengers

	Each Person	Each Occurrence	Per Policy Year or Aggregate
<b>Bodily Injury or Death</b>	฿ 800,000*	฿ 6,000,000	฿ 6,000,000
<b>Property Damage</b>	฿ 200,000	฿ 200,000	฿ 200,000

Remark: \* This amount includes Baht 200,000 mentioned in item A Personal Accident.

- II. Any other insurance required by law, or regulations that are issued by appropriate governmental authorities.

# CONTACT INFORMATION

## **MONTRI CUSTOMER SERVICE DEPARTMENT**

**Office Work Hours:** Mon - Fri 08:00 AM - 06:00 PM

**Telephone:** 02-056-9499

**English and Thai Ext.:** 1310-1315, 1326

**Emergency:** 081-466-3508, 086-341-8819

**E-mail:** [transport@montri.co.th](mailto:transport@montri.co.th)

**Website:** [www.montri.co.th](http://www.montri.co.th)

## **MONTRI STANDBY OPERATOR**

**Out of Office Hours:** Before 08:00 AM and After 06:00 PM

**Telephone:** 02-056-9499 (Press 0)

**NOTE:** The Standby Operator caters to only urgent cases or emergencies. For instance, if your child wakes up ill and you cannot send him/her to school. For all other requests and concerns, please contact our Customer Service Dept. during office hours.