

**SHUTTLE BUS SERVICE  
HANDBOOK**



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## 1 Overview

1. This handbook was developed to assist in understanding the shuttle bus system throughout our division. It provides an overview of specific responsibilities within that system.
2. The responsibility for the shuttle bus transportation system is delegated to Student Service Department (SSD).
3. SSD has also adopted several specific policies relating to bus discipline, emergency procedures, and the like, but it is stressed that a safe and successful transportation operation requires the cooperation and understanding of students, parents, bus drivers, and university college administration.
4. This handbook is published in order that students, parents and all other concerned with the safe operation of the bussing system have the opportunity to become aware of the major factors and interlocking responsibilities which combine to provide a safe and adequate shuttle bus service.

## 2 General Administration and Operation of Shuttle Bus Services

5. Day-to-day administration of all shuttle bus services is the responsibility of the Student Service Department.
6. Questions or problems relating to specific bus routes should be referred to the Student Service Department.
7. Students who choose to jeopardize the safety of the bus or fellow passengers may lose their right to access the transportation system.
8. Shuttle bus service is being provided FREE of CHARGE to all new First Year students ONLY.
9. Students are required to apply through Marketing Department during registration or through SSD completing the Shuttle Bus Application Form and Indemnity Letter.
10. KDU Penang University College reserves the right to decide on the allocation of seats to all new 1st year students.
11. For the subsequent year, students may reapply the shuttle bus service at SSD.
12. The shuttle bus service provided for the subsequent year students at a nominal charge of RM60.00 per month and payable in full for the whole term before the start of each term.
13. The shuttle bus service payment term as below:

<b>Term</b>	<b>1</b>	<b>2</b>
<b>Months</b>	<b>January-June</b>	<b>July-December</b>
<b>Total service charge (MYR) (@MYR60/month)</b>	360	360

14. Should a student decide to stop using the service, no part of the shuttle service charge shall be refunded.
15. Seats on the bus cannot be reserved.
16. Boarding and disembarking shall be at the designated points only.
17. Drivers will not wait for any latecomers; students are advised to arrive early at the boarding points e.g. at least 5 minutes before the scheduled departure time.

### 3 Responsibilities of the Parent(s) or Guardian

18. Parents will obviously play the key role in influencing and educating their son/ daughter in all aspects of safety.
19. Parents should be aware of regarding school bus service:
  - (a) Students should be at the bus stop at least 5 minutes before the normal pickup times.
  - (b) Parents having problems concerning bus routes or pickup points should be referred to the SSD
  - (c) Parents are responsible for students until students are board the school bus and following unloading at their designated stop in the afternoon.
  - (d) Parents will be responsible for willful damages to school buses caused by their son/ daughter.
  - (e) When the bus transportation privileges of a student are suspended, attendance is still mandatory and the parents must make their own alternative arrangements.

### 4 Responsibilities of Student

20. Students riding on the bus must remember they are responsible for their conduct to the bus driver.
21. The driver is in full charge of the bus and his/her directions must be obeyed.
22. The driver will report any misconduct to SSD.

23. While the bus is in motion, students must not extend parts of their bodies out of the windows, try to get on or off the bus, or move about within it.
24. All students must be seated when the bus is moving.
25. Students must not throw paper or other material on the floor or out of the bus windows.
26. While on the bus, students must conduct themselves in a quiet and courteous manner, showing consideration for the comfort and safety of others.
27. Scuffling, fighting, smoking, drinking alcoholic beverages, using drugs, and using obscene language on the bus are strictly prohibited.
28. Students causing willful damage to the bus will be held fully accountable.

## 5 Student Conduct on Shuttle Bus

29. Students riding on a bus are expected to give the bus driver respect, consideration and cooperation, and always and immediately carry out his/her reasonable instructions.
30. Students shall behave in a reasonable, sensible and lawful manner while on board the bus and at all boarding points.
31. Students shall not obstruct or cause obstruction to the shuttle bus aisles or emergency exits.
32. Food and drink may not be consumed on the bus.
33. Smoking is not allowed on the bus or at any of the boarding points.
34. Strong-smelling food, alcohol or drugs may not be brought onto the bus.
35. Students may not board the bus while under the influence of alcohol or drugs.
36. Students may not play any music, musical instruments or electronic devices in a way that will distract or annoy another person, or interfere with, or render less audible, any public address system or other equipment.
37. Students may not use the shuttle service while seriously ill or suffering from a contagious / infectious illness.
38. If a student chooses to break a rule, the following processes may be applied:
  - i) Student warned by driver
  - ii) Suspension of bus privileges for designated period of time;
  - iii) parents notified and made responsible for transportation
39. Decisions to expel a student from riding a school bus shall be made by SSD.

40. Prior to the next pickup time the parents of the student must be personally informed by SSD of the suspension and the reasons for the suspension.
41. In the interests of safety, students are prohibited from taking large and cumbersome objects on the school bus.