

## French International School

FAQ's for Jardine's Lookout / Chai Wan / Blue Pool Road Campus

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## Routing/scheduling

For the tentative schedule, please download at <https://school.kcm.com.hk/fis> (left menu under "Bus Fees & Proposed routes")

### Q1. How does Kwoon Chung set school bus routes? When can parent get information regarding boarding/alighting times and position of stops?

- ◆ School bus routes are set based on the actual number of registered students for each school year, addresses – e.g. *changes due to students graduating, new students joining and students moving etc.*, resources availabilities, bus drivers' experience and knowledge - *such as traffic flow, rush hour and diversions etc.* and the traffic law in Hong Kong.
- ◆ As a result, boarding and alighting times and places may change from year to year.
- ◆ The routes posted on the registration frontpage before login are for reference only.
- ◆ Routes for each school year are only finalized after the deadline for receiving applications.
- ◆ Final schedule will be sent 1 week before the school starts together with bus cards
- ◆ Proposed schedule: please download at <https://school.kcm.com.hk/fis> (left menu under "Bus Fees & Proposed routes")

### Q2. Is it possible to request an extra stop or change of route/stop?

- ◆ Once a bus route has been set, it will be applied for the whole academic year (with possible minor adjustments due to road condition).
- ◆ Kwoon Chung always welcomes enquiries/request and will try our best to accommodate.
- ◆ As school bus service is a collective transport service, priority will be given to areas where the majority of students live.
- ◆ Kwoon Chung may be unable to provide point-to-point service for individual students or cannot fulfill parents' requests if the no. of the requested stop/area is low.

### Q3. If the living address is not listed on the proposed routing(s), can parent apply for bus services?

- ◆ If there is no stop near to where you live, parents can still submit the application by inputting the suggested/requested stop during the application submission process.
- ◆ As the school bus service is a collective transport service, Kwoon Chung will place priority on where the majority of students live and with due considerations with Q1.
- ◆ After the enrollment deadline, Kwoon Chung will check all the bus applications received, review the situation and make a decision regarding the addition of new stops.
- ◆ Should this not be possible, parents will be notified by phone/email and suggestions for the nearest stop will be offered.

## Routing/scheduling

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### Q4. What if FIS change the student(s)' timetable or parents move after enrollment or school starts?

- ◆ If FIS changes the timetable, Kwoon Chung will do the best to accommodate the student on extra service.
- ◆ If Kwoon Chung cannot accommodate, 50% will be charged/refunded of the round trip fee will be charged for a single trip service.
- ◆ However, if parent choose for a single trip service while Kwoon Chung is able to provide round trip service, two-third of the round trip fare will be applied.

### Q5. Can parent enroll for the school bus after the deadline?

- ◆ Yes, but this will depend on the location and availability of bus spaces.
- ◆ In case the bus is full, alternative arrangement will be suggested for parents for consideration.

### Q6. How long the journey is and what time do they get to school?

- ◆ Length of the journey:
  - Hong Kong route** takes max. 1 hour (from departure time at 1<sup>st</sup> stop or school, till the end point)
  - Clearwater/Sai Kung route** takes max. 1 and a half hour (from departure time at 1<sup>st</sup> stop or school, till the end point)
- ◆ Arrival and departure times:

Morning school arrives : (JL & BPR)	0800am to 0830am & 0900am to 0930am
(CW)	0830am to 0900am
Afternoon school leaves: (JL)	1545pm for Mon,Tue,Thu & 1330pm for Wed,Fri
(CW)	1615pm for Mon,Tue,Thu & 1400pm for Wed,Fri
(BPR)	1650pm & 1750 for Mon,Tue,Thu,Fri & 1330, 1545,1745 for Wed

## Bus waiting, safety, cleanliness and SMS communication

Please refer to bus rule for details on requirements of students/parents and KCM staff to help ensure a safe and effective service. Bus rules could be downloaded here: <https://school.kcm.com.hk/fis> (Bus information)

### Q7. If the parent/student is late in reaching the bus stop, will the bus wait?

- ◆ Due to varying traffic conditions, parents are requested to be at the designated stop **5 minutes ahead** of schedule time. Should a bus be at the stop ahead of the schedule time, it will not leave until that time if traffic conditions allow.
- ◆ **Going to school:** Bus Escort has to be responsible for supervising the boarding, wearing seat-belts procedures for all the children on board, so please understand that they cannot phone parents to check if a student will be going to school.
- ◆ **Going Home:** If the school bus arrives at the stop and the parent/responsible adult is not there, bus Escort will report to bus company and office staff will contact the parent.
- ◆ If the parent/responsible adult cannot arrive within 5 minutes or cannot be contacted, the bus will continue on its journey and complete the route.
- ◆ During that time, the bus company will continue contact the parent in order to decide whether to return to the designated stop or FIS or the bus company.
- ◆ If the parent still cannot be contacted, the child would be brought back to FIS or the bus company, and under no circumstances would the child be allowed to alight on his/her own.

### Q8. What should parent do if parent don't see the bus after the designated time?

- ◆ Due to changing traffic conditions, arrival times of the buses may vary.
- ◆ Even under normal conditions, arrival times might vary by 5-10 minutes, parents do not have to worry.
- ◆ However should any unusual circumstances occur, such as a long delay in returning home, mechanical failure or accidents, where the estimated time of arrival would result in a delay of 15 minutes or longer, the company will send a notification to parents by SMS.
- ◆ Please note an SMS message can only be sent to one registered parent/guardian. This is to reduce the no. of SMS messages sent. Too many messages can be blocked by the provider or cause delays in sending/receiving. For this reason mass messaging is split, and receipt by all may be at slightly different times.
- ◆ If no message has been received after 15 minutes, the parent/guardian can also phone the bus company (Tel. 29 798 798) to ascertain the position of the bus.
- ◆ Bus Escorts do not have time to send personal messages to individual parents/guardians. The FIS parent bus committee (PBC) suggests Parents form WhatsApp groups to help communication their bus community. Parents would need to form this group themselves, as bus list information cannot be provided by Kwoon Chung or FIS.
- ◆ For buses due to meet the ferry, please note that while Kwoon Chung will do the best to make the earliest ferry, often there can be delays due to traffic which are out of Kwoon Chung's control.

## Bus waiting, safety, cleanliness and SMS communication

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### Q9. Can student(s) be allowed to go home by themselves upon drop off?

- ◆ For safety, Kwoon Chung strong advise an adult parent/guardian to be at the drop off stop to collect their children 5 mins before the announced arrival time, and on arrival of the bus, advance to the bus door on to collect children.
- ◆ If parents prefer and authorize the student can walk home independently (from Y03, CE1 or above), please specify in the application or changed through “[Notify Kwoon Chung](#)” -> “Change of Drop off Arrangement” or via email [fis@kcm.com.hk](mailto:fis@kcm.com.hk)

### Q10. How does the bus company ensure the children's safety on the bus?

- ◆ All our buses are regularly checked and maintained as well as licensed by the HKSAR Transport Department after inspection to ensure safety.
- ◆ Safety belts are also provided in all buses. For safety, the FIS bus rules state that all passengers should wear a correctly fitted Seat-Belt at all times during the journey.
- ◆ All our drivers are experienced and of good character and our bus Escorts are responsible for assisting the children in boarding and alighting from the buses as well as supervising their safety and behaviour. More details, please refer to “Job description for drivers/escorts” <https://goo.gl/EKYSTT>
- ◆ Should anything untoward happen, Bus Escort will notify the parent/guardian at the stop or report to the company on the same day to make a report.
- ◆ Any concerns can be reported directly to Kwoon Chung and/or FIS parent bus committee at [fis@kcm.com.hk](mailto:fis@kcm.com.hk) and/or [bus-feedback@lfis.edu.hk](mailto:bus-feedback@lfis.edu.hk)

### Q11. How will the bus Escort arrange seating and wearing of seat belts?

- ◆ **Seating arrangement** : Bus Escorts will try their best to seat young children (e.g. RC,MS,GS,Y01) near to the front and in window seats. Students are required to stay seated in their allocated seat for the entire journey, unless they are asked to move by the Bus Escort.
- ◆ **Wearing of seat belts**: After boarding, the bus Escort will ensure that the child is seated and fasten the seat belt for him/her.
- ◆ It there be more than one child at a pick up stop, the bus Escort will check that all children are seated, and signal to the driver so that the bus may slowly depart. The Bus Escort will then check to ensure their seat-belts are fastened. This will reduce the chance of the bus being blocked by traffic.

### Q12. How do parent/responsible adult/student identify the school bus?

- ◆ The school bus will have a sign with the school's name and bus number placed on the windscreen for identification.
- ◆ If there is a problem with the usual bus, it may be replaced at the last minute. The driver and Bus Escort may not be the usual one and the identification logo and number may not be in the window. Parents can confirm the bus number and final destination campus with the replacement Bus Escort.
- ◆ If parents still have doubts about the bus identification, please call KCM at 29 798 798.

## Bus waiting, safety, cleanliness and SMS communication

Please refer to bus rule for details on requirements of students/parents and KCM staff to help ensure a safe and effective service. Bus rules could be downloaded here: <https://school.kcm.com.hk/fis> (Bus information)

### Q13. What are the types of buses and number of seats on the buses?

- ◆ The buses would be small bus (16/28-seater) or big bus (45/60-seater).

### Q14. What should parent do when a student does not take the bus that day or taken ECA bus?

- ◆ If the student decides not to take the school bus in the morning/afterschool for any reason, parents are requested to notify the bus company via:-
  1. **Notify Kwoon Chung** (after login) the online registration – with 1 working day advance notice
  2. **Email** ([fis@kcm.com.hk](mailto:fis@kcm.com.hk)) – with 1 working day advance notice
  3. **Hotline** : 29 798 798 – less than 6 hours of notice (Hotline manned from 6.00am)

### Q15. Are students allowed to take another school bus route going to school or going home?

- ◆ Kwoon Chung allows students to take another bus in the morning only if a seat is available, upon prior 1 working day notice is provided (*by Notify Kwoon Chung, Email or Hotline -> please ref to Q13 above*)
- ◆ For safety reasons and the potentially limited time for verification after dismissal from school, Kwoon Chung cannot arrange for students to change afternoon buses.
- ◆ Students can however board or alight on a different stop along the same route.
- ◆ We thank parents/students in advance for their understanding of the fixed afterschool arrangements.

### Q16. Are students allowed to use mobile electronic devices on the bus?

- ◆ Mobile electronic devices e.g. phones, tablets and smart watches are allowed to use on the bus appropriately, respecting other passenger's privacy.
- ◆ Students are expected to use the device individually for homework or reading, without attracting surrounding students' attention
- ◆ Where applicable, bus mother may confiscate any device for the remainder of the bus journey to uphold discipline on the bus.

### Q17. Are the buses cleaned regularly?

- ◆ The interiors of our school buses are cleaned everyday with a major cleanup every week as well as regular pest control and sterilization.
- ◆ We ask please for parents co-operation in reminding students not to eat or drink.
- ◆ Especially chewing gum is strictly prohibited. Only drinking water is allowed on board.

## Bus waiting, safety, cleanliness and SMS communication

Please refer to bus rule for details on requirements of students/parents and KCM staff to help ensure a safe and effective service. Bus rules could be downloaded here: <https://school.kcm.com.hk/fis> (Bus information)

Q18. Why delay in sending SMS / no SMS / the time mentioned in SMS was incorrect when there is a delay?

- ◆ Take time to verify information e.g. traffic jam => where/which campus/bus number/which students affecting?
- ◆ Drivers/escorts' delay/forgotten to report (as they concentrated on the pick up/drop off points and handling students on board with seat-belt or other issues, could be unaware/simply forgotten the bus was late)
- ◆ Too many delay/traffic jam occurred at the same time/areas
- ◆ IT hicks up internally or externally by SMS service provider
- ◆ Misunderstanding by new colleagues in the office who received the report
- ◆ Unable to anticipate how long the delay would occur e.g. Road accident, road works happened
- ◆ Solution/Improvement to be done? Instant Bus Location by KCM

## New Features/Bus Card

Q19. The bus card is observed changed from a laminated paper card to a hard card, is there any special on the new card?

- ◆ To provide value-added service, Kwoon Chung is going to provide “**Instant Bus Location**” feature for parents to trace the location of the bus and whether students boarded the bus
- ◆ In order to do so, a hard card will be used to “swipe-in” and “swipe out” for record and to provide GPS instant bus location
- ◆ As the costs to provide the hard card and to implement the new instant bus location system is high, the first issued bus card will be free. Further card will be cost HK\$50.

Q20. How to read the instant location for student?

- ◆ Please LOGIN to <https://school.kcm.com.hk/fis> and click on “Instant Bus Location” – *coming soon* to view

## Bus payment

Q21. How to make bus payment?

- ◆ In order to ensure payment reaches KCM and can be allocated against your account, please follow this procedure carefully.
- ◆ Bus payment could be made by:
  1. E-banking (Bill payment) – please make sure the “Bill Account” stated in the invoice is used
  2. PPS (Merchant code: 6219) – please make sure the “Bill Account” stated in the invoice is used
  3. Credit Card – Please login to the online system and click “Billing” -> “Invoice/Receipt”
  4. Other payment channel (Cheque/bank transfer/TT transfer) <https://school.kcm.com.hk/payment/>
- ◆ Details of the procedure, please refer to the **invoice download** from the registration system