# Daily Bus Operation / Admin

| Items | Pokfulam | Peak |
|---|---|---|
| **Morning bus arrangement** | Whatsapp via the bus group (0600am-2100pm on sch day)<br>Call GSIS-KCM hotline @ **31939398** - to be answered by Operation Team (0600am-0930am; 1800pm-2200pm on sch day)<br>Call/whatsapp KCM on-site supervisor @ **52179366** (0700am-1600pm on sch day) | Call GSIS-KCM hotline @ **31939398** - to be answered by Operation Team (0600am-0930am; 1800pm-2200pm on sch day)<br>Call/whatsapp KCM on-site supervisor @ **69776337** (0700am-1600pm on sch day) |
| **Afterschool bus arrangement** | gsis@kcm.com.hk or Notify KC via apps<br>***Pls also inform GSIS Class Teacher, Respective Departmental Secretary and GSIS bus coordinator (bus coordinator@gsis.edu.hk)*** | gsis@kcm.com.hk or Notify KC via apps<br>***Pls also inform GSIS Class Teacher, Respective Departmental Secretary and GSIS bus coordinator (bus coordinator@gsis.edu.hk)*** |
| **Lost-n-found** | gsis@kcm.com.hk or Notify KC via apps<br>Whatsapp via the bus group (0600am-2100pm on sch day)<br>Call GSIS-KCM hotline @ **31939398** - to be answered by Operation Team (0600am-0930am; 1800pm-2200pm on sch day)<br>Call GSIS-KCM hotline @ **31939398** - to be answered by School/CS Team (0930am-1830pm on sch day)<br>Call/whatsapp KCM on-site supervisor @ **52179366** (0700am-1600pm on sch day) | gsis@kcm.com.hk or Notify KC via apps<br>-<br>Call GSIS-KCM hotline @ **31939398** - to be answered by Operation Team (0600am-0930am; 1800pm-2200pm on sch day)<br>Call GSIS-KCM hotline @ **31939398** - to be answered by School/CS Team (0930am-1800pm on sch day)<br>Call/whatsapp KCM on-site supervisor @ **69776337** (0700-1600pm on sch day) |
| **Student' Bus Swap** | **n/a** *(except change of bus stop within the same bus)*<br>Change of bus stop within the same bus - gsis@kcm.com.hk or Notify KC via apps ****3 workings day advance notice required*** | gsis@kcm.com.hk or Notify KC via apps ****3 workings day advance notice required and depends on seat-availability*** |
| **Parents' Volunteer bus ride** | gsis@kcm.com.hk or Notify KC via apps ****3 workings day advance notice required and depends on seat-availability*** | gsis@kcm.com.hk or Notify KC via apps ****3 workings day advance notice required and depends on seat-availability*** |
| **More regarding** - *Change of Address; service; cancellation; feedback-n-comment; registration refund etc.* | gsis@kcm.com.hk or Notify KC via apps<br>may also refer to **KCM's communication protocol**: https://bit.ly/452PlwD<br>and **Parents' FAQ:** https://bit.ly/44nHWaY | gsis@kcm.com.hk or Notify KC via apps<br>may also refer to **KCM's communication protocol**: https://bit.ly/452PlwD<br>and **Parents' FAQ:** https://bit.ly/44nHWaY |
| **Immediate attention / Emergency**<br>*e.g. uncertainty regarding the location of the bus or student* | **Whatsapp Chat Group** or **Tel: 52179366 / 31939398** | **Tel: 69776337 / 31939398** |

**Kwoon Chung Motors Co. Ltd.**
22/F Tower 2, Ever Gain Plaza, 88 Container Port Road, Kwai Chung | Tel: (852) 3193 9398 | (Peak Campus) 69776337 | (Pokfulam Campus) 52179366 | Email: gsis@kcm.com.hk | Online registration system: https://school.kcm.com.hk/gsis

## Communication Protocol - General

### About Registration

| Stage | Planning / Scheduling | Suggestion for parents | KCM's actions | Processing time for KCM (for reference, depend on situation and the volume) |
|---|---|---|---|---|
| 1 | - Routing, no. and size of the buses will be planned and fixed throughout the school year, based on the actual no. of applications for a new school year. | Sign up before the application deadline | 1. Plan all routings, no./size of the buses<br>2. Hire and train necessary personnel<br>3. Confirm parents of the final schedule<br>4. Issue bus card<br>5. Inform Escorts/Drivers with necessary student/route list<br>6. Inform GSIS of the bus students<br>7. Prepare the instant bus location apps for operation<br>and more... | 1.5-2month |
| 2 | - Bus application submitted after the application deadline | 1. Check if seat/stop is available for better planning<br>2. Wait for the final confirmation on the start of the service | 1. Check if seat/stop is available<br>=> If yes, KCM will try to arrange the service at parents' requested<br>=> If not, KCM will further advise the start date or alternative suggestion<br>2. As Stage 1 - # 3-7 listed above | Pokfulam Campus: 5-14 working days<br>Peak Campus: 5-14 working days |

### About Daily Operation/Admin

| Item | | Suggestion for parents | KCM's actions | Processing time for KCM (for reference, depend on situation and the volume) |
|---|---|---|---|---|
| 1 | Daily student arrangement<br>(e.g. taking/not taking bus/play date) | Email to gsis@kcm.com.hk at your earliest convenience<br>(or input in "Notify KC" via https://school.kcm.com.hk/gsis after LOGIN). | 1. Read the information from parents carefully<br>2. Inform the related escort(s) according to the dismissal time at GSIS | 1-2 working days |
| 2 | Lost-n-found | 1. Expensive item (over HK$500) call 3193 9398<br>2. Email to gsis@kcm.com.hk at your earliest convenience<br>(or input in "Notify KC" via https://school.kcm.com.hk/gsis after LOGIN). | 1. Check on the driver/escort and waiting for the findings<br>(e.g. bus/driver/escort is still on the road on duty)<br>2. If item is found, arrange the item(s) return to:-<br>a) to be collected the next day the same (morning/afterschool trip) or<br>b) GSIS office or<br>c) KCM office or<br>d) advise otherwise | |
| 3 | Change of address<br>(involving route changing)<br>- Acknowledgement | Email to gsis@kcm.com.hk at your earliest convenience<br>(or input in "Notify KC" via https://school.kcm.com.hk/gsis after LOGIN). | 1. Read the information from parents carefully<br>2. Advise the stops/seats availability | 1-2 working days |
| | - Confirmation of the arrangement | | As Registration - Stage 2 - listed above | 5-14 working days |
| 4 | Feedback and comment<br>- Acknowledgement | 1. Email to gsis@kcm.com.hk at your earliest convenience<br>(or input in "Notify KC" via https://school.kcm.com.hk/gsis after LOGIN).<br>2. Provide as details as possible, e.g. bus no., date, morning to school or dismissal time bus etc. to speed up the process | 1. Response receipt of the email/information<br>2. Ask for more information if necessary<br>3. Provide intial understanding/findings | 1-2 working days |
| | - fact findings and full investigation | | 1. Facts findings<br>2. Routing/staff review<br>3. Provide feedback/outcome of the investigation | 3-5 working days |
| 5 | Cancellation<br>- Acknowledgement | Email to gsis@kcm.com.hk at your earliest convenience<br>(or input in "Notify KC" via https://school.kcm.com.hk/gsis after LOGIN). | Inform the relevant escorts(s)<br>- Peak Campus: morning, 1315, 1520 or<br>- Pokfulam Campus: morning, 1230, 1400 | 1-2 working days |
| | - Deposited into parents' bank account | | 1. Verify the information, payment<br>2. Actions to be done by School and Account Dept<br>3. Endorsement by Management | 4-8 weeks<br>(upon receipt of the notice) |

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## Communication Protocol - Ad hoc/Emergencies situation

| Ad hoc/Emergencies situation | | Suggestion for parents | KCM's actions |
|---|---|---|---|
| 1 | Bus delay with more than 15mins | 1. Be aware of the SMS message<br>2. Check the instant bus location apps with traffic conditions via google map | 1. Send SMS to inform parents and GSIS<br>2. If delay persisted, will update in approx. every 15mins |
| 2 | Bus broken down on the road/street | Be aware of the SMS message | 1. Send SMS to inform parents and GSIS<br>2. Arrange replacement bus asap<br>3. Update parents when students safely transit to the replacement bus<br>4. Update parents when students safely arrived GSIS/home (trip finished) |
| | Bus broken down on highway or in the middle/right lane | | 1. As the above listed<br>2. Police will call to ensure students could safely transit to the replacement bus |
| 3 | Incident: not an accident but the bus has a quick/sudden stop to avoid any potnetial accident (e.g. pedestrians suddenly ran out from the road, other road users not followed the traffic rules etc.) | | |
| | Incident<br>- without injury | 1. Be aware of the SMS message<br>2. Stay calm and please be assured KCM will take good care of students | 1. Escort will check the status of all students and see if any students claimed not well<br>2. Inform GSIS via phone call<br>3. Send SMS to inform parents and GSIS<br>4. Call police and arrange replacement bus (if necessary)<br>5. Update parents & GSIS when students safely transit to the replacement bus (if necessary)<br>6. Update parents & GSIS when students safely arrived GSIS/home (trip finished)<br>7. Incident report to be sent within 24hours |
| | - with injury<br>(or being emotional e.g. scared/crying) | 1. Be aware of the SMS message<br>2. Stay calm and please be assured KCM will take good care of students<br>**3. Please expect the students will be sent to hospital by ambulance for check up for safety and standard procedure** | 1. As the above listed<br>2. Parents of injured student(s) & GSIS will receive a call from KCM office for detailed information<br>3. Bus escort will call at scene for parents to speak with the injured/emotional student to make sure everything is fine through calls<br>4. To ensure Parents of injured/needed students and GSIS could have the timely update and the follow up (e.g. which hospital is sending), **parents of non-injured students will receive SMS only instead a phone call.** |
| 4 | Accident: any touch or hit with other vehicle, object or person | | |
| | Accident<br>- without injury | 1. Be aware of the SMS message<br>2. Stay calm and please be assured KCM will take good care of students | 1. Escort will check the status of all students and see if any students claimed not well<br>2. Inform GSIS via phone call<br>3. Send SMS to inform parents and GSIS<br>4. Call police and arrange replacement bus<br>5. Update parents & GSIS when students safely transit to the replacement bus .<br>6. Update parents & GSIS when students safely arrived GSIS/home (trip finished)<br>7. Accident report to be sent within 24hours to parents |
| | - with injury<br>(or being emotional e.g. scared/crying) | 1. Be aware of the SMS message<br>2. Stay calm and please be assured KCM will take good care of students<br>**3. Please expect the students will be sent to hospital by ambulance for check up for safety and standard procedure** | 1. As the above listed<br>2. Parents of injured student(s) & GSIS will receive a call from KCM office for detailed information<br>3. Bus escort will call at scene for parents to speak with the injured/emotional student to make sure everything is fine through calls<br>4. To ensure parents of injured/needed students and GSIS could have the timely update and the follow up (e.g. which hospital is sending), **parents of non-injured students will receive SMS only instead a phone call.** |