



## Bethany Lutheran Primary School - Bus Service Frequently Asked Questions

**Bethany Lutheran Primary School has dedicated Bethany buses. The bus route covers parts of the following suburbs –**

*Raceview, Eastern Heights, Newtown, Silkstone, North Booval, East Ipswich, Brassall, North Ipswich, Flinders View, Deebing Heights, Ripley*

### **Q. How do I sign up for the Bethany bus?**

**A.** Complete the Bethany Bus Service Request Form and return it to the Office or email to [connect@bethany.qld.edu.au](mailto:connect@bethany.qld.edu.au) as soon as possible prior to using the bus service.

### **Q. How much does the bus service cost?**

**A.** The cost for the bus in 2020 is \$3.00 each way. In addition, students are required to make a one-time purchase of a key tag for \$10.00, which is used to tap on and off the bus. A replacement fee of \$10 will be incurred for any student who loses their tag.

### **Q. How do I pay for the bus service?**

**A.** Students board the bus using a key tag and simply tap on and off the bus. Student usage data is captured via our bus monitoring software and will be billed to student fee accounts on a term by term basis.

### **Q. Can my child travel on the bus casually, or do they need to lock into a permanent timeslot?**

**A.** It is important that expected days of travel are nominated when signing up to the Bethany bus. Once activated, parents will have access to the bus app and the ability to make changes to their students' travel requirements at any time.

### **Q. Where does the bus arrive at the school each morning?**

**A.** The bus arrives at Bethany at the end of the designated student drop-off zone outside the School Administration by 8:15am each morning.

### **Q. Where does the bus depart from in the afternoons?**

**A.** The bus departs the school at the end of the designated student drop-off zone outside the School Administration by 3:05pm.

**Q. Do the buses have GPS tracking?**

**A.** Yes, the buses have GPS tracking enabled. When the student's bus account is activated an introductory email will be sent to the designated email account; this email will give the parent/guardian access to the Roll Call app whereby they can track the bus, set app alerts for student movements on and off the bus and change or update travel expectations.

**Q. Do the buses have seatbelts?**

**A.** Yes, all seats on the bus have seatbelts fitted.

**Q. Are non-Bethany students able to ride on the bus?**

**A.** No, the bus is exclusively for the use of Bethany students.

**Q. Do the buses have air-conditioning?**

**A.** Yes, both buses are fully air-conditioned.

**Q. How big are the buses?**

**A.** Each bus is able to comfortably seat 32 students.

**Q. Will the bus pick my child up directly from my house?**

**A.** Yes, the bus route is designed specifically around our family's needs and is a door-to-door service.

**Q. What is the youngest age child that is able to catch the bus?**

**A.** Bethany recommends that younger students catch the bus with an older sibling. Students in Prep can catch the bus after a discussion with the Principal and all requirements have been satisfied.

**Q. How can you ensure that no students are left on the bus?**

**A.** Our drivers do thorough checks at the end of each run to ensure all students have departed. The bus software system allows our drivers to know what students are scheduled to get on and off at each stop. Parents can also receive a notification from the bus App which tells them when their child has tapped on or off the bus.

We trust that this information assists you in planning for your school journeys. If you have any further questions, please do not hesitate to contact us:

**Bethany Lutheran Primary School**

3288 8799 or email [connect@bethany.qld.edu.au](mailto:connect@bethany.qld.edu.au)