



Private Chartered Bus Service

General Bus Information

Ormiston College offers a private chartered bus service for the exclusive use of Ormiston College students, providing families with the option of private bus passage for their children. There are eight bus routes servicing suburbs from Brisbane and the Bayside which are subsidised by the College to ensure affordability for families.

Families whose children travel on the Ormiston College private chartered bus service are encouraged to familiarise themselves with the bus routes and schedules, available on the College website, www.ormistoncollege.com.au/buses. The bus routes indicate all streets/roads etc the bus travels along.

Buses drop off students in the morning (AM) and pick up students in the afternoon (PM) at the Somerset Sports Centre (SSC) designated bus turn-around area.

In the PM, buses are waiting for students and are lined up in order of furthest suburbs/travel time, so all students need to be at the SSC as soon as classes are dismissed, to avoid the risk of missing their bus. Junior School students are seated on buses prior to Secondary School students being dismissed from class, to assist in on-time departures. All buses are anticipated to depart the College by 3.35pm, if not earlier.

The bus drivers drive the route and students or parents hail/flag the driver down, so they know to pull over. Buses will stop at any of the designated Translink Bus Stops, but students/parents must be alert and look for the approaching bus, as they do need to hail/flag down the bus driver in the AM and alert the bus driver well before their designated bus stop in the PM.

Bus drivers do not automatically stop at every single Translink Bus Stop, as this wastes time, resulting in delays getting students to school or home. If there are no designated Translink Bus Stops in the near vicinity, buses will stop along the route, but only if it is safe to do so. Buses will not deviate off the designated route without prior authorisation from the College, with only exception if unforeseen circumstances occur; flooded roads, traffic accidents etc.

The College will update routes when necessary.

Several buses are wrapped with Ormiston College signage, however the wrapped buses are not specifically allocated to a route each day; buses will be rotated across the eight bus routes, so it is important for students to distinguish their relevant bus by the route number (OC1, OC2, etc) displayed in the front window or along the side of the bus.

Families should allow for possible disruption to the scheduled route times for the first weeks of the school term, due to back-to-school traffic congestion. Students are advised to be at their stop at least five minutes prior to the scheduled departure time. Actual departure times may vary by up to 10 minutes, depending on traffic congestion or other delays.

The **Map** on the *RollCall Parent* Mobile App allows parents/students to follow their bus in real-time, to see how far away the bus is from their bus stop (see further details below).

Students are able to interchange between the eight buses, depending on their travel needs.

Bus Behaviour and Etiquette

It is an expectation for all students using the bus service to behave appropriately and fully respect their fellow students and the bus driver. The bus service is an extension of the College's *Expectations and Behaviour Code*.

The buses are fitted with seat belts - all students are to wear their seat belts and remain in their seat whilst the bus is in transit.

The bus company also has some general rules for students, that the College supports, which includes no chewing gum, no eating or drinking of 'messy' food or beverages and to wear a headset/Airpods when listening to music/watching movies etc on their electronic devices.

The bus driver will report any unacceptable behaviour to the bus company's management, who will contact the College. Any unacceptable behaviour will also be recorded on the Student Passenger Record (SPR) and will be submitted to the College at the end of each week. Heads of School will be advised of any student's unacceptable bus behaviour and will address the behaviour with the student and if required, the parent.

Students and/or parents are encouraged to contact the College if they are aware of any unacceptable behaviour on the bus, for appropriate action to be taken.

Student ID Cards and Escort to the Bus in the Afternoon

JUNIOR SCHOOL STUDENTS

All students using the bus service are required to have their Student ID Card on them.

Parents of students in Prep to Year 2 will need to contact the Bus Services Coordinator on 3821 8917 prior to using the bus service, for an ID Card to be issued.

Students in Year 3 need to ask their teacher for their Student ID Card, as these are generally kept in the classroom and only issued to bus users. Alternatively, parents can email their child's teacher, requesting the ID Card is given to the student.

Students in Years 4 to 6 will be issued their Student ID Card during the first weeks of Term 1.

Current students can use their previous year's ID Card on the first day of school in Term 1, as they do not expire until they receive their new ID Card. New students will receive their Student ID Card on Orientation Day or on their first day of commencement at Ormiston College.

In the PM, all bus students are to meet in the nominated area (weather dependent) in the Junior School, to be escorted by the bus duty teacher aide / teacher to the SSC.

It is recommended that younger students have their bus details and a parent/guardian contact number easily accessible in their school bag/backpack. This assists the teachers on duty and/or the bus driver if the student cannot remember what bus number or bus stop they are using.

It is strongly recommended for parents to email your child's teacher in advance of using the bus, so they are aware and can assist students that will be catching a bus.

SECONDARY SCHOOL STUDENTS

All students using the bus service are required to have their Student ID Card on them.

Current students can use their previous year's ID Card on the first day of school in Term 1, as they do not expire until they receive their new ID Card. New students will receive their Student ID Card on Orientation Day or on their first day of commencement at Ormiston College.

In the PM, students need to make their way directly to the buses once classes are dismissed at 3.25pm. There is a Secondary School teacher on bus duty in the PM.

***RollCall* Ticketing and Monitoring System**

Ormiston College uses the bus management software, *RollCall* in the eight chartered buses.

To use the chartered bus service, you will first have to contact the Bus Services Coordinator on 3821 8917 for the *RollCall* Welcome Letter to be sent to you via email. The Welcome Letter includes a link and instructions on how to set up an account and password (Step 1) prior to downloading the *RollCall Parent* App on your mobile phone (Step 2). The link expires within 72 hours or on 'one click'. If the link expires/times out, you will need to contact the College for the Welcome Letter to be resent.

All bus fares are \$3.50 each way.

Please ensure there is always enough credit loaded onto your *RollCall Parent* App account/s.

When a student graduates or departs the College, any remaining balance on the *RollCall* account will be transferred to a sibling or refunded to the parent.

Please Note: The *RollCall Parent* App is not linked to My Student Account (MSA). MSA is for Canteen, Uniform Shop and miscellaneous purchases only.

Students are required to tap their Student ID Card on the *RollCall* Electronic Devices when getting on the bus and again when getting off the bus.

The College understands there are times when the student has lost or forgotten their Student ID Card, but anticipates these times are minimal and the student will make every effort to either quickly find the ID Card or purchase a new ID Card from the ICT Helpdesk. On these occasions, students can still catch the bus, however the bus driver will record the student's name on the Student Passenger Record (SPR), with a reason on why they do not have their Student ID Card and will submit the SPR to the College at the end of each week. These occasions will be totalled and manually charged to the student's *RollCall* account/s. In the instance when the student regularly continues to not have their Student ID Card, a phone call will be made to the parent. It is encouraged that the bus driver or student does not 'manually' tap their name on the *RollCall* device in the bus.

There are also times when the *RollCall* Electronic Devices are not working correctly or have not been placed into the bus for whatever reason. The driver will still record each student entering the bus on the SPR and parent accounts will be manually charged.

RollCall Parent APP TIPS 'N TRICKS

Below are some tips and tricks to assist with navigating the icons once you have downloaded the RollCall Parent App on your phone:

- **Bookings (recommended):** this is where you add your child to the OC Bus they will be using most of the time and their Bus Stop. You can do a bulk booking for the Term, for AM and PM Routes (choose a bus stop as close to where your child will be getting on/off the bus). It is best to select every day, even if not using the bus, as a 'set and forget' scenario. Doing a bulk booking does not affect the bus driver or the College, if the student does not use the bus on any particular day.

The bulk booking links to the **Bus Changes** icon and populates each day, automatically defaulting to every day for 2 weeks in advance - this is required so you can see/follow the bus on the **Map**, once the driver logs onto the system.
- **Bus Changes:** alternatively, you can manually select 'day by day' by choosing: Select Bus / Select Stop for the AM and/or PM Routes. **Please Note: You must select 1 of the options above, for the system to recognise the student and to allow you to follow the route on the Map.**
- **Map:** once the driver logs onto the system, from approx. 7.00am for the AM Route or 3.15pm for the PM Route, you are able to follow your selected bus to track where it is along the route. If the driver has not logged onto the system, or you have not selected a bus in the App, the screen will show the message: *Your Route is Not Logged On*. This message will also show once the driver has logged off the system at the end of each route.
- **\$Transaction:** this is where you place money to pay for your child to travel on the bus. It is encouraged and appreciated if RollCall Accounts are kept in credit at all times. **Please Note:** there is no 'auto top up' payment function in the App, but RollCall will send notifications to parents when the account balance is getting low OR if an Urgent Top Up is required.
- **Alerts:** select the MAIL (email) option if you wish to receive notifications of your child's movements on and off the bus once they have boarded and tapped onto the RollCall device with their Student ID Card. If your child does not have their ID Card with them, you will not receive a notification.
- **Account Settings:** is where you can add another parent, guardian, student or sibling as 'Secondary Carers' so they can also download the App (if you add your child, they will also be able to follow the **Map** on the RollCall Parent App).

College Contact

For further enquiries regarding the OC Chartered Bus Services or the RollCall Parent App please contact the Bus Services Coordinator on 3821 8999 or email buses@ormiston.qld.edu.au

RollCall Contact

Alternatively, for any RollCall Parent App only enquiries, please contact:
The Support Team on support@rollcall.com.au