

The Trafalgar School

FAQ's – Transport (General)

Email: transport@magnalearningpartnership.org.uk



The Trafalgar School
at Downton

Introduction

The Home to School Transport (HTST) service operated by the school underwent significant restructuring in September 2020, this was due to the Public Service Vehicle Accessibility Regulations (PSVAR), full details of which are available on the school's website.

We have now completed a full year, using Go South Coast as our external contractor. I am pleased to say that the service has run smoothly overall in the last year. Any issues identified were dealt with swiftly by the Transport Team, both within the school and Go South Coast. We continue to meet with Go South Coast to look at service improvements and welcome any feedback you may have.

What locations will the transport operate from September 2021?

The school will operate the following services:

- D4 (16 seats) – West Dean - East Grimstead – Farley – Pitton – Winterslow – Firsdown
- D5 (16 seats) – Martin – Damerham – Rockbourne – Whitsbury – Fordingbridge
- D6 (16 seats) – Cranbourne – Alderholt – Fordingbridge – Stuckton
- D2 (74 seats) – Salisbury Devises Road – St Peters Place- Wilton – Fugglestone – Netherhampton
- D3 (74 seats) – Old Sarum – Castle Road – Bishopdown – Salisbury City – Downton Road

The following service will be commercially operated by Go South Coast, this is a **public** open-door service to the school during term time.

- 694 (74 seats) – Salisbury City Centre – Newbridge Road – Harnham – Downton Road

Maps and timetables of all the routes provided by the school are available to view in the transport section of the school website.

What will the service cost and how will payments be collected?

The cost of an annual seat for the period September 2021 – July 2022 is **£925**; this equates to £4.87 per daily return journey. Unfortunately, we are not able to offer any discounts on the service as the school already heavily subsidises the running costs. Ad hoc or single journeys are not offered for this service.

Payments will be collected via direct debit within the first week of the month. There will be 9 payments over the year commencing in September 2021 and finishing in May 2022. Parents can also choose to pay annually in advance.

All failed direct debits will incur a fee of £5, this covers the bank rejection fee and the resubmission fee the school must pay. If your direct debit fails, you will be notified and asked to pay the outstanding balance at the earliest opportunity. Failure to maintain the payments schedule will result in removal of the bus pass, and you will be asked to provide your own arrangements to get your child to school.

Go South Coast - 694 Service

Parents with children using the 694 Go South Coast service will need to purchase their passes in advance via the Go South Coast website or daily on the bus, please use the link below:

<https://passes.gosouthcoast.co.uk/>

My family are separated, can I be picked up from two locations?

Children from separated families can only be picked up from different locations if their paid seat covers that area. If this is not possible then seats must be purchased for two buses, or personal arrangements need to be made to drop the child off at a stop on the paid route or at school.

Why do you no longer offer sibling discounts?

The external costs of operating the bus service have significantly increased over the last few years and the number of siblings in the school has also increased. The seats are costed out individually and are currently heavily subsidised by the school. If we were to offer sibling discounts this would increase the costs for all other pupils using the service, this is because we already operate at a loss, therefore for fairness all seats attract the same fare.

Will bus passes be provided?

New bus passes will be issued for the September D2 and D3 routes and bus passes for the minibuses will not be required. The bus passes will have a unique serial number on them allocated to each child. All passes will need to be signed for. If your child loses their bus pass you will be charged a replacement fee of £10 for a new pass, this will be added to the following months direct debit and the old pass will become invalid.

Will my child be refused entry without a pass?

If your child forgets their bus pass, they will not be refused entry onto the bus, however, to ensure that only students who have purchased seats can board the driver will have a nominal roll of all pupils. Students failing to produce a valid pass will be reported to the school. The school will carry out spot checks of all students on the bus to ensure the service is not being abused.

What happens if my child misses the bus?

It is advisable that all students arrive at the bus stop **at least 10 minutes prior to scheduled departure time**. The main buses operate on roads where it is not suitable for buses to wait, this is due to the volume of traffic and narrow roads. It is reasonable for buses to leave up to 5 minutes early in these locations. If your child misses the bus, please notify student admin as the earliest opportunity.

My child has an after-school club, will they still be able to get transport?

Go South Coast will allow any pupil with a Trafalgar school pass onto the X3, R and PR routes at no extra cost after school only. This will allow pupils who engage in after school activities the opportunity to make their way to a central location when the after-school club finishes.

If I have a complaint, who do I speak to?

If you find any part of our service not at the standard you would expect, then please contact the transport team and we will work quickly to resolve any issues you have.

If you have any other questions or queries that have not been answered by the material provided on the website then please do not hesitate to contact a member of the transport team using the email address at the top of this document, we will contact as soon as we can.