

# **APEEE IXELLES**

## **TRANSPORT REGULATION**





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## 1. GENERAL PROVISIONS

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**The Parents' Association of the European School Brussels III (APEEE Ixelles) has exclusive competence for the organisation and management of the school transport service, with no involvement from the school management.**

The responsibility for managing the school transport service is assumed by the Management Board of the APEEE. The Board appoints -among its members- a “sector responsible” in charge of transport. This person chairs the Transport Working Group (WG) made up of parent representatives (notably other Board members), who are charged with the oversight of the service. The Transport Office (run by APEEE staff members, including the Transport Manager) ensures the daily operation of the service.

This APEEE Transport Regulation sets out the rules and procedures that underpin the school transport service and its operation. These rules establish the framework for all day-to-day and other operational decisions taken by the APEEE Transport WG and the APEEE Transport Office, and are compulsory for all users of this service, notably the enrolled pupils and their parents (persons exercising parental authorities or their representatives), as well as the bus monitors employed directly by the APEEE.

The bus drivers and bus companies are bound by the legal requirements that are set out in the respective contracts signed with the APEEE (current contracts end in July 2020). APEEE currently has contracts with six companies that specialise in school transport: Eurobussing / Keolis (largest external provider), Kim Cars, Albacars, Autocars Gilles, Hermes Lines, and Starbussing.

The Transport WG, in cooperation with the Transport Manager, is authorised to impose sanctions on parents or pupils for non-respect of the provisions of the current regulation. These sanctions may lead to the exclusion from the transport service, in the event that a pupil or a parent is charged with persistent violations of this regulation and causes serious incidents that are deemed to endanger the smooth operation of the service.

## 2. ENROLMENT

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### General rules

Enrolment to the school transport service is done separately for each pupil and exclusively through the APEEE web platform. It needs to be renewed each school year, during the annual subscription period (the exact periods, usually in May/June of the previous school year, are communicated to parents by email).



Pupils can be admitted to their designated buses, only when their parents have received a confirmation of their annual enrolment.

Occasional changes that may occur on an ad-hoc basis need to be explicitly authorised by the Transport Office on the basis of any availability of spaces on the requested bus. Parents should send their request to the Transport Office at least one working day in advance by email ([transport@apeeeb3.be](mailto:transport@apeeeb3.be)), in order to allow for a timely response. Alternatively, parents can write (and sign) a message in the school agenda of their children, who would then need to come to the Transport Office and get a stamp authorising their access to the requested bus. For pupils already enrolled to the transport service, no additional fee will be charged for this change.

Parents may cancel their annual subscription in the course of the school year.

The prior payment of the APEEE annual fee (fixed amount per family) is a prerequisite for the acquisition of all e-credentials for the subscription to all APEEE services. No application to the school transport service will be made possible unless the APEEE fee is duly paid.

### Types of Enrolment

There are currently two possible options for enrolling with the school transport service, namely:

- A full subscription, covering the morning route (home-school) and the afternoon route on the 1<sup>st</sup> or 2<sup>nd</sup> departure (school-home or school-“garderie”),
- A “garderie” subscription, covering only the afternoon buses to the OIB afterschool centres, which will be charged with 50% of the subscription fee.

### Annual Subscription or Occasional Ticket

The transport subscription fee is fixed by decision of the Management Board for each school year. No discounts are applicable.

1. For parents who receive the **EU education allowance**, school transport costs for primary and secondary pupils are reimbursed directly by the respective EU institutions.
2. **All other parents are charged directly** with the school transport costs with invoices sent through our enrolment platform every trimester.
3. **Parents of nursery pupils** are charged directly with the school transport costs, irrespective of their employment status.

**Parents who live separately** can enrol their children on two alternating bus lines without any additional charge.



**Occasional users** must purchase a ticket from the Transport Office, at the cost of 4 Euros per journey. In order to be able to use the purchased ticket for a specific journey, parents need to submit a request (by email and / or signed message in the school agenda) at least one day before the journey. The Transport Office will grant authorisation on the basis of availability on the requested bus.

## Sanctions

A check-in of pupils is undertaken before each departure. Any pupil using school transport without a valid registration (annual enrolment or occasional ticket) will be fined:

- 1<sup>st</sup> offence: 30 Euros
- 2<sup>nd</sup> offence: 100 Euros
- 3<sup>rd</sup> offence: full term payment

In the event of non-payment of the transport invoices in a timely manner, the Transport Office reserves the right to deny boarding onto the school buses to the pupils concerned.

## Enrolment requirements

Parents that enrol their children with the school transport service are requested to:

1. Provide a photo of each child with the on-line application. The APEEE will use these photos for the exclusive purpose of ensuring the smooth operation of the APEEE services and guaranteeing the security of the children taking the bus (see the [APEEE Privacy notice](#)).
2. (if receiving the EU education allowance) Provide accurate and updated information concerning the EU institution or body (Agency) they work for, their employment status and staff number. Parents need to inform without any delay the Transport Office about any change regarding their employment (e.g. change of institution or body in case of mobility) or any other change regarding the EU education allowance (e.g. following a divorce settlement).
3. Keep the daily schedule of their children regularly up to date on the APEEE on-line platform and indicate with precision whether they will take the first or second departure in the afternoon.
4. Declare whether they authorise their children to get off the bus unaccompanied. If they consent to it by ticking the specific box in the e-enrolment application, they relieve the Transport Office and bus monitors from any responsibility for incidents that may occur after the children concerned disembark from the bus on their own. If no such authorisation is granted, parents need to fill out the names and contact details of all persons authorised to pick up the child at the bus stop.



### 3. BUS ROUTES AND STOPS

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#### Geographical zone served

The school bus service operates within a certain geographical zone that is limited to a full or partial (indicated with a \*) coverage of the following communes:

ALSEMBERG, ANDERLECHT, AUDERGHEM, BEERSEL, BERCHEM-SAINT-AGATHE, BRAINE-L'ALLEUD, BRUXELLES, DUISBURG, EIZER, ETTERBEEK, EVERE, FOREST, GENVAL, HOEILAART, HUIZINGEN, IXELLES, JETTE, KRAAINEM, LAEKEN, LA HULPE, LIMAL, LINKEBEEK, MOLENBEEK, MOORSEL, OVERIJSE, RHODE-SAINT-GENESE, RIXENSART, ROSIERES, SAINT-GILLES, SAINT-JOSSE, SCHAERBEEK, STERREBEEK, TERVUREN, TOMBEEK, UCCLE, VOSSEM, WATERLOO, WATERMAEL-BOITSFORT, WEZEMBEEK-OPPEM, WOLUWE-SAINT-LAMBERT, WOLUWE-SAINT-PIERRE, ZAVENTEM.

No further extension of the current geographic limits can be granted, unless it is duly justified, for instance on medical grounds, and only by explicit decision of the Transport WG and based on a careful cost-benefit assessment.

#### Rules for designing school bus routes

APEEE provides a collective transport service that must care for the general interest of pupils over the individual needs. The main aim is to secure a place for each pupil on our buses, guarantee safety, ensure a timely arrival at school so as not to disrupt the school schedule and minimise as much as possible journey time.

All school bus routes are designed on the basis of the following rules and requirements:

- The transport service covers solely the journey “home-school-home” (for parents living separately, this entails two homes) or “school-garderie (OIB afterschool facility)”. The bus routes and capacity of the buses are decided exclusively on this basis.
- Journey times should be kept under an hour in the mornings, and an hour and a quarter in the afternoons. Additional delays can result exceptionally due to road works, strikes and demonstrations that significantly impact on the traffic.
- School buses are intended to cover central roads and larger highways and follow public transport routes. This is a collective service and the interests of one pupil cannot prevail over those of other pupils taking the same bus, especially when additional delays result from the bus making detours or taking small and narrow roads.
- Bus routes are contained within the maximum geographic limits set out in this regulation. No bus service is provided in the area close to school (within 1km radius).
- Bus routes are constantly reviewed to adjust to specific road traffic conditions and changes (e.g. in the direction of a street).



- Bus stops should, where possible, serve children of several families. There is no maximum distance between pupils' homes and bus stops; however, the location of the latter should prioritise younger pupils.
- Two consecutive stops cannot be placed too close to one another. A minimum distance of 400m must in principle be observed, unless a different decision can be justified on the basis of the specific traffic conditions or the number of the pupils involved.
- Bus stops are assigned to different buses in a way that ensures a balanced treatment with regard to their capacity and route duration.
- Bus stops can shift between different bus lines with the aim of securing a place for each pupil, ensuring their safety and optimising their routes.

To the extent possible, the well-being of pupils is considered when deciding on the bus lines. However, the grouping of friends is not a criterion that will in any way prevail over the rules and requirements set out above.

The Transport Office takes decisions regarding the designing of bus routes and setting up of bus stops in accordance with these rules. Derogations can be granted only by decision of the Transport WG, in cooperation with the Transport Manager, taking account of specific needs (medical reasons, family situation, age of pupils), road or traffic conditions, or in the interest of the service.

The Transport Office and the WG reserve the right to establish new routes, modify the location of bus stops or shift stops between different lines before the beginning or at any point during the school year, in order to optimise the bus routes, balance the number of pupils on our buses or respond to emerging problems (e.g. road works). Parents will be informed of those changes in due time by email, and their accounts on the web platform will be updated accordingly.

For reasons of security, our bus routes and bus stops are not publicly available. Upon request, parents can obtain the information on the route of the bus that is used by their own children.

### Winter routes and bus stops

In the event of snow or ice on the road, not all bus stops can be served. For this reason, the Transport Office sends a communication in autumn/winter only to the parents concerned, indicating the "winter bus stops", meaning the exact location to which their bus stop will be moved under such weather conditions. Parents will be notified by means of an email or sms, whenever the winter bus stops will apply.



## Requests for new bus stops or permanent changes

A request for a new bus stop can be made at the time of annual enrolment or at any point during the school year (e.g. as a result of a move) through the APEEE enrolment platform (by using the option “Help me”) or by email ([transport@apeeeb3.be](mailto:transport@apeeeb3.be)). Each request is examined individually on the basis of the requirements set out in this Regulation. Parents may appeal against the decision of the Transport Office, in which case the Transport WG will take a final decision on the matter.

Parents are forbidden to make any private arrangements with the bus driver or monitors regarding the exact location of a bus stop. Any request for change (even a minor one) needs to be addressed exclusively to the Transport Office, which will take the corresponding decision.

Parents are encouraged to bring to the attention of the Transport Office any road works in the area that impact temporarily on the bus routes or the location of the bus stops. The final decision lies with the Transport Office, after consultation with the bus company.

## 4. DAILY OPERATION OF THE SERVICE

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### Timetable

All morning buses are scheduled to arrive at school between 08:00 and 8:25.

On Mondays, Tuesdays, Thursdays and Fridays, the first afternoon departure is set at 15:35 for pupils of nursery (MAT), primary (P), 1<sup>st</sup> and 2<sup>nd</sup> secondary (S1-S2). The second departure (16:30) is organised primarily for students of 1<sup>st</sup> to 7<sup>th</sup> secondary (S1-S7), but can be used by MAT or P pupils that attend an APEEE extracurricular activity (without, however, adding new bus stops to the existing routes for secondary students, unless duly justified). Both departures include a number of specific buses going to the OIB afterschool centres (“garderies”).

On Wednesdays, there is a single bus departure at 13:00 for all pupils (13:30 towards the garderies). Buses have the same bus number and follow the same route (in reverse) as in the morning.

On Fridays, for MAT and P1-P2 pupils, no bus departure is organised after the end of the school day with the exception of school buses going to the garderies (at 12:30).



## In the morning

Pupils should arrive at the bus stop five minutes before the official departure time, as the traffic conditions cannot always be predicted. However, the bus driver must always wait for the children until the official time that is fixed for each bus stop.

Bus drivers and / or bus monitors must signal to the Transport Office in a timely manner any delay of the bus.

If the delay exceeds the 15 minutes, parents should be notified by sms about the estimated time of arrival of the bus. Additional messages may be sent in order to give more precise information to parents.

In the extraordinary event that the bus service cannot be assured (e.g. breakdown or accident of the bus), parents will be notified accordingly in order to make their own arrangements for the transportation of the children. If they choose to take a taxi, the cost will be fully reimbursed upon presentation of the receipt to the Transport Office.

## In the afternoon

Late arrival / no show of parents: Parents -or other designated persons- are requested to be at the bus stop five minutes before the official arrival time to pick up their children. The buses cannot wait for parents to arrive, in order not to delay the rest of the route. In case parents are unable to arrive in time, they must contact immediately the Transport Office that will explore different solutions. Those may include the return of the pupil to school (by bus or taxi accompanied by the bus monitor), or the waiting at the bus stop with the bus monitor. Late arrivals of parents at the bus stop cause major disruptions to the service and, if recurrent, may lead to the exclusion of the pupil from the bus service.

Delays or blocked routes: Bus monitors must signal in a timely manner to the Transport Office any delay of the bus, or the inability to serve one or more bus stops mainly due to demonstrations or other events in Brussels that heavily impact on traffic or block altogether the school buses. The Transport Office will notify parents about any delay that exceeds the 15 minutes. If the bus is blocked and unable to continue on its route, the Transport Office will coordinate a solution to the problem. If possible, and as a first alternative, the bus will return to school and parents will be requested to collect their children at school.

## Transfer of responsibilities

As regards school transport, the responsibility of APEEE starts once pupils get on the bus and ends once the bus arrives in the school premises (in the morning), at the bus stop indicated by the parents (in the afternoon), or at the OIB garderies (with the exception of Wednesdays when OIB monitors accompany the children on the bus towards the different OIB sites). A



specific [diagram](#) outlining the responsibilities of School/APEEE/OIB in different timeframes can be found on the APEEE website.

MAT pupils that arrive to school by school bus are escorted to the nursery hall by their bus monitors or other APEEE staff. P1-P5 pupils move alone to the primary resembling point. The School provides for a general supervision.

At the end of school hours, MAT, P1 teachers are responsible for bringing their pupils to the correct bus. P2 teachers assume the same responsibility only until Christmas. P3-P5 and all Secondary pupils go to their bus alone (the school provides for a general supervision). APEEE takes over the responsibility from the moment the pupils get on the bus.

MAT and P pupils that follow an APEEE extracurricular activity are taken to the bus by their périscolaire teacher/monitor.

All pupils that go to the OIB garderie Ixelles are under the responsibility of the OIB staff. They are not allowed to take the bus home (1<sup>st</sup> or 2<sup>nd</sup> departure).

### Specific provisions

First days of school: Buses run normally as of the first school day. The second departure starts on the first Thursday of the school year. Parents of new pupils in MAT or P1 are advised to bring them to school themselves on the first couple of days (unless there is an older sibling), and to provide them with a badge, indicating their name, class, bus number and bus stop, as well as a phone number to contact the parents, if necessary.

School agenda: Parents of MAT and P1-P2 pupils are requested on a daily basis to indicate clearly in the agenda of their children the number of the bus they will take. However, any changes that to the official schedule of the child, as set out in the online enrolment platform, need to be also communicated to the Transport Office by email, at least one working day in advance.

End of second departure: The second departure (16:30) is no longer provided after the end of school year for secondary pupils (on the third Friday of June, two weeks earlier than for nursery and primary). Parents of MAT and P pupils that take the bus at the second departure following extracurricular activities are requested to make other arrangements for that period.

Lost objects: If a child has forgotten something on the bus, this should be communicated directly to the transport office. Normally all forgotten items are collected by the bus monitors at the end of the route and are brought back to the office the day after. The Transport Office has its own "Lost and Found" box that is currently located in the entrance hall of nursery. After some time, all lost objects are moved from the transport office to the entrance hall of primary (on the ground floor between buildings C and D).



## 5. SAFETY AND DISCIPLINE PROVISIONS

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### Bus Monitors

The bus monitors are employed directly by the APEEE. They are either adults (notably registered with the ALE, “Agence Local pour l’Emploi” in Ixelles) or upper secondary pupils (S6-S7) assigned to their own buses. They are responsible for the safety and well-being of all pupils on the bus. They perform their duties on the basis of clear instructions provided by the APEEE, which they are requested to sign in the beginning of each school year, and take direct orders from the Transport Office. Adult monitors present annually an official “certificate of good conduct” provided by the Belgian judicial authorities.

The Transport Office ensures that there is one monitor on every bus. In the exceptional situation when the monitor is absent and no replacement can be secured, the tasks of the bus monitors are undertaken by the bus drivers. No bus monitors are assigned to small mini buses (up to 14 seats), where the bus drivers take over all relevant tasks.

Bus monitors are also provided by the APEEE on all buses going to the OIB garderies (1<sup>st</sup> or 2<sup>nd</sup> departure), with the exception of Wednesdays when OIB monitors accompany the children to the respective sites (after having lunch with them in the school canteen).

The Transport Office ensures, to the extent possible, the presence of adult monitors on afternoon buses that transport MAT and P pupils. Those include the buses of the 1<sup>st</sup> departure, as well as the buses of the 2<sup>nd</sup> departure that carry MAT and P pupils following their extracurricular activities at school. This guideline does not apply for morning routes (and, subsequently, the single departure on Wednesday afternoons).

The Transport Office supplies each bus monitor with a list of pupils enrolled to the respective bus (per day), indicating whether the pupils are authorized to disembark alone and, in the opposite case, the names and phone numbers of the designated persons to pick them up.

Bus monitors need to ensure that their presence and role is acknowledged by all pupils on the bus, especially the younger ones. For the purpose, they need to wear at all times the special badge provided by the Transport Office and be seated in the front of the bus, unless otherwise required. They should stay on the bus for the entire duration of the journey, and only leave the bus at the point fixed by the Transport Office.

Bus monitors must facilitate the boarding and disembarking of pupils, especially in bus stops that serve many pupils. However, they are not intended to get off the bus for this purpose, and parents are responsible for their children and their safety at the bus stops.



During the journey, the monitors must:

- assign one seat per child and reserve the first rows for the younger pupils (MAT, P1);
- ensure that all pupils remain seated throughout the journey and wear their seatbelts;
- assist the younger pupils with fastening and unfastening their seatbelts and, if needed, with getting ready to disembark in time;
- ensure that boarding and leaving the bus is conducted in a calm and orderly manner with special focus on younger pupils;
- be conscious of the number and identity of the pupils that are on the bus at all moments during the journey;
- impose discipline and ensure that the behaviour of pupils complies with the rules set out in this regulation, and report any incidents to the Transport Office;
- confiscate any dangerous objects that pupils carry on the bus;
- check thoroughly the bus before leaving to ensure that all pupils have disembarked, as well as to collect lost items.

In the event of a car accident or breaking down of the bus, the monitor must remain calm and contact the Transport Office for further instructions. In case of a serious event or fire, the monitor must coordinate the rapid evacuation of the vehicle.

For the afternoon routes, if a child is not authorised to leave the bus alone, and in the absence of a designated adult at the bus stop, the bus monitor must notify immediately the Transport Office. If no other ad-hoc solution is found, the child will be returned to school by bus or taxi (accompanied by the bus monitor).

Bus monitors must signal immediately to the Transport Office any event that occurs during the journey and receive instructions, concerning:

- delays, traffic accidents, road works or any disturbances linked to demonstrations or other events in Brussels;
- the absence of the adult to pick up the child at the bus stop;
- any misconduct of the bus driver, including reckless driving, smoking or drinking, non-respect of the official itinerary, or recurrent delays.

All bus monitors receive annually a basic training for First Aid (from Red Cross) and rapid evacuation of buses (from trained staff of our Transport Office).

Bus monitors are forbidden to display any inappropriate behaviour or to have contacts with the children that are not strictly linked to the performance of their services.



## Bus drivers

The legal obligations and responsibilities of bus drivers derive from the contracts that the APEEE signed with the bus companies that employ them.

An indicative list of their contractual obligations reads as follows:

Bus drivers must verify the state of the vehicle before each departure, and especially before the morning route. If any violation or damage of the vehicle is observed, or if any technical problems occur, the Transport Office must be notified without delay by the bus company, for a replacing bus to be called.

Bus drivers are predominantly responsible for driving the pupils to and from school in safety. They are obliged to respect in full the Belgian driving code and relevant safety standards for school buses in force. Instances of reckless driving, including speeding, traffic offences or dangerous manoeuvres while driving, will not be tolerated.

Bus drivers must respect the timetable and itinerary provided by the Transport Office. They cannot leave the bus stop before the official time indicated. They must wait for all pupils to be properly seated before driving away from a bus stop.

They should also ensure that their vehicles are always clean and in an immaculate state to perform the service. They always use the bus signs with the bus numbers, as provided by the Transport Office. They do not allow access to the bus to any adult, unless explicitly authorised.

DVDs are forbidden on the bus during the entire duration of the journey. No signs alluding to any religious or political beliefs must be displayed on the bus.

In the school parking, they must drive in low speed and avoid any unnecessary manoeuvres. They must only turn on the engine just before departure. They should remain on the buses from the moment that the first pupils arrive.

At the end of the bus route, they must inspect thoroughly their vehicles, in order to ensure that no child is left behind sleeping and to collect forgotten items.

Bus drivers and bus monitors have distinctive roles but need to cooperate closely. In the extraordinary event that the bus monitor is absent (or for mini-buses with no monitors), the bus driver will assume these tasks as well.

All problems need to be solely reported to the Transport Office that will give the instructions on how to proceed. The drivers need to be reachable by mobile phone throughout each journey.



Bus drivers are forbidden to display any inappropriate behaviour or to have other contacts with the children that are not strictly linked to the performance of their services.

## Pupils

The following safety and discipline rules need to be respected by students of all ages enrolled in the school transport service. Any student not complying with these rules will incur sanctions, including payments from family of any costs sustained and, in the event of recurrent violations, banning from the bus service. The Transport Office will communicate and report to the School authorities any serious incident that is caused by pupils on the bus.

1. Pupils must follow at all times the instructions given by the bus monitors or bus drivers, whose authority cannot be questioned on the bus.
2. Older pupils must give priority to younger pupils when getting on the bus at the bus stop, so as to ensure that boarding is carried out calmly and safely.
3. Pupils must remain seated in the bus and fasten their seatbelts for the entire duration of the journey.
4. They must not leave the bus once they have boarded, unless specifically authorized by the bus monitor.
5. They must not board or leave the buses by the rear doors.
6. They must not damage the seats or other materials, and must not move along the bus aisles or play in them.
7. They must not hit, bully (verbally or electronically), or insult other children, the bus monitor or the driver and avoid any act of harassment, threatening and/or any use of verbal or physical violence against any passenger in the bus.
8. They must not litter (e.g. by eating on the bus).
9. They cannot open windows on the bus without permission from the monitor.
10. They are strictly forbidden to bring dangerous objects on the bus (knives, penknives, foams etc). Noisy or cumbersome objects must remain in their bags.
11. They may only use their GSMs privately and on a silent mode and must not disturb in any way other children (e.g. by showing videos).
12. They are not allowed to take photos of or film other children on the bus.

All pupils are expected also to show due respect to the bus drivers, bus monitors, parking monitors and the Transport Office staff, and obey their instructions without defiance.

The School's policy against drugs and other addictions applies fully during the APEEE transport service.



## Parents

A number of rules apply also to parents or other persons exercising parental authority, as follows:

1. Parents are responsible for supervising their children until they board the bus in the morning. If deemed necessary, they should provide their children with fluorescent vests while waiting at the bus stop.
2. They must be polite and behave in an appropriate manner to the bus driver and monitor, and never engage in a fight or dispute with them. If any problems arise, they must be communicated immediately to the Transport Office.
3. They are not allowed to make any private arrangements with the bus driver and monitor on a regular or ad-hoc basis regarding inter alia the location of a bus stop.
4. They are not allowed to board the bus, unless explicitly authorised by the Transport Office and on an exceptional and temporary basis.
5. They bear exclusive responsibility for authorising their children to get off the bus unaccompanied.
6. They are requested to be always at the bus stop in time to pick up their children in the afternoon. In case of a delay, they must contact immediately the Transport Office that will coordinate a possible solution to the problem.
7. They must wait for their children on the right side of the road and at the official bus stops, as indicated by the Transport Office.

## School buses

School buses must comply with all the standards and safety requirements imposed by the Belgian legislation and the contractual obligations of each bus company (including the age of vehicles). The Transport Office monitors regularly the state of each bus and contacts the companies to fix emerging problems and replace the vehicles, if needed.

Each vehicle must be equipped with two yellow panels indicating that it is a school bus.

## Insurance

The school insurance covers possible risks for pupils only on their journey “home – school – home” (or towards an OIB garderie).

Children must be covered by their family insurance for any event that occurs at the bus stop (before departure or after disembark) or on a different bus route or stop.

APEEE is not responsible for damages or injuries caused by children during school transport. Those must only be covered by the family insurance.



## 6. COMMUNICATION - COMPLAINTS

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Parents may contact the Transport Office by email ([transport@apeeeb3.be](mailto:transport@apeeeb3.be)) or phone (02 0211 4003), depending on the urgency of the matter and the nature of request.

- For **general queries** regarding the transport service, including all matters relating to enrolment (e-mail: [enrolment@apeeeb3.be](mailto:enrolment@apeeeb3.be)), parents should contact the transport office preferably by email or by phone only from 9am to 12 hrs daily.
- For **urgent matters**, parents can call the office at any time by landline or GSM (0472 788176), which remains accessible for as long as the buses operate. The Transport Office is open daily from 7 am to 5.30 pm, except for Wednesdays when the office closes at 2 pm.
- Occasional **changes to the daily schedule** of the pupil that affect transport need to be communicated by email to the Transport Office at least one working day in advance, and need to be explicitly authorised on the basis of the availability of seats on the requested bus. This rule also applies to the purchase of occasional tickets.
- Alternatively, parents can write (and sign) a message in the school agenda of their child, who would then need to come to the Transport Office and get a stamp authorising access to the requested bus.

The Transport Office will contact parents:

- by email, for any issues that relate to individual enrolment or planned changes in the bus route or schedule,
- by sms, for any unexpected events affecting all pupils on a specific bus, including delays, failure to perform the service, return of the bus to school, application of winter bus stops,
- by phone, for any individual emergencies.

The APEEE website provides accurate and updated information concerning the functioning of the transport service, including news about upcoming demonstrations and events in Brussels (e.g. European Council Summits) that is expected to impact on traffic.

Parents are requested to use the online database (<https://secure.apeeeb3.be/en/support>) in order to:

- submit complaints about the functioning of the service (e.g. concerning recurrent delays, behaviour of bus drivers, monitors, or other pupils);
- report on specific incidents, deficiencies or failures of the service;
- challenge a decision taken by the Transport Office.



All requests will be brought to the attention of the Transport Office as well as the Transport WG and that will ensure the necessary follow up. If the matter can be easily resolved, an answer will be communicated to parents within five working days. If the request entails a review and decision of the Transport WG, this matter will be examined at its next meeting and an answer will be sent to parents without any delay.

## 7. FINAL PROVISIONS

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The APEEE Transport Regulation is adopted by decision of the APEEE Management Board on 25 October 2018. It can be amended or otherwise revised by a new decision of the Management Board.