

Forging and fraudulent use of temporary passes has become commonplace. Schools should not, therefore, issue temporary passes repeatedly without first checking with the STG and should be vigilant regarding abuse of the system.

Q. Can any exceptions be made?

- A. Sometimes children not normally entitled to transport may want to travel on the school bus to a friend's home or for other exceptional reasons. In these circumstances, the school may, at its discretion, issue a temporary pass for travel on one occasion only. Before doing so, the school should be satisfied that the issue of a temporary pass would not result in the bus being overloaded on that particular journey. (Schools should contact the STG if unsure of loadings). Please note that the driver may refuse to accept such a temporary bus pass if he or she believes it would cause the bus to be overloaded.

Q. Can students get a permanent transfer to another bus?

- A. Students are normally allocated a place on the nearest available bus to their home address. Once a permanent bus pass has been issued, it is not normally possible to transfer to another bus to accommodate personal preferences. However, if a student wishes to arrange a swap with another student, this can be done by returning both bus passes to the STG, with letters requesting changes from both students' parents / guardians. Students will need to obtain temporary passes for their current buses to continue to travel while waiting for new permanent passes. Sometimes, transfer requests are received because of bullying. In these cases, we would prefer the school to deal with the cause of the bullying in the first instance but a transfer may be considered in exceptional circumstances, provided the bus is not overloaded.

Guideline leaflets in this series

This leaflet aims to give advice and information to students, parents, schools, colleges and bus operators who use and deliver transport services provided by Leicestershire County Council.

Other leaflets in this series, available on request, include:

- [Guidelines for School Staff](#)
- [Guidelines for Parents and Students](#)
- [Guidelines for Drivers](#)
- [Anti-Social Behaviour on School Buses](#)
- [Guidelines for Parents: Special Educational Needs Transport](#)
- [Guidelines for Parents of Primary School Children](#)
- [Guidelines of Safe Working Practices for the Protection of Children and Staff](#)

If you have any comments about this leaflet or the services it relates to or if you require information contained in this leaflet in an alternative version, e.g. large print, Braille, tape or an alternative language please telephone:

0116 305 0002

or write to:

Customer Service Centre (E&T),
Leicestershire County Council,
County Hall, Glenfield, Leicestershire LE3 8SR

Email: customerservices@leics.gov.uk

or visit our website:

www.leics.gov.uk/school_college_transport

Leicestershire School and College Transport

Safe Travel on School Buses

Bus Passes - Frequently Asked Questions



Q. Why do students need bus passes to travel on contract buses?

- A. The bus pass system ensures that loadings on the bus are regulated so that everybody has a seat. Without this management there is a risk that students, who are entitled to travel and who board at the last pick up point in the morning, would not have a seat on the bus.

The bus pass can also help the driver to identify any child whose behaviour is unacceptable. Experience shows that poor behaviour is encouraged if children feel that they cannot be identified.

Q. What guidelines do bus drivers have?

- A. Drivers are instructed to check bus passes on every journey in order to get children into the habit of showing a bus pass. The same driver might not drive the bus every day or in the morning and afternoon. The driver will not necessarily therefore know whether a child is entitled to travel on the bus or not.

Q. Do drivers have to bring students to School in the morning?

- A. We recognise that sometimes children will not have their pass with them. Drivers have discretion to allow travel in the morning on the first occasion that a child does not have a bus pass and to advise them to obtain a temporary pass from the school office. Children and Parents should not expect the driver to allow the child to travel. If a child persistently tries to travel without a pass in the morning after being advised that they must get one, the driver will refuse them travel. Drivers should not however suddenly refuse to carry children without a bus pass, if pass checks have not been carried out regularly. Parents are advised to discuss with their child what to do if he or she fails to catch the bus for any reason in the morning.

Q. Do drivers have to take students home in the afternoon?

- A. In the afternoon, drivers are instructed not to allow students to travel without a bus pass or

temporary pass. Students have the opportunity to get a temporary bus pass from the school during the course of the day and there should therefore be no reason for anybody not to have a pass for the journey home. If a student tries to board a bus without a pass, the driver is likely to advise them to go to the School Office and obtain a temporary pass.

However, drivers cannot be expected to know if a student has followed his or her advice and returned to school to obtain a bus pass and the bus might not be able to wait e.g. if it means holding up the departure of other buses. The bus might therefore depart before a student has been able to get a temporary pass. This is more likely to happen where the School Office is some distance from the bus park. Anyone, who is refused travel, can wait at school in a safe environment until alternative arrangements can be made (this will not be at the contractor or Council's expense).

Q. Can School staff ask drivers to allow a student to travel without a bus pass?

- A. Many drivers will respond positively to a reasonable request by a member of the school staff to allow a student without any pass to travel home in the afternoon. For example, this could be done if a student only becomes aware that he or she has lost the bus pass when boarding the bus and does not have time to go back and get a temporary pass. Alternatively, the teacher(s) on duty in the bus park could have a small supply of temporary passes to issue in an emergency to those without any bus pass. This would ensure that no entitled student is left at school but encourages drivers to continue to check passes.

Q. Why do some buses have a strict 'no pass, no travel' rule?

- A. A strict 'no pass, no travel' rule has to be introduced on some buses, where buses would otherwise be overloaded and therefore unsafe because of the number of students travelling, who should not be on the bus. This is more

common when two or more buses have similar pick up points, or when the bus is attractive to non-entitled students.

Q. What happens if a student loses a bus pass?

- A. A permanent replacement pass should be obtained on application to the School Office. There is a charge of £10.00 for a replacement pass. In the meantime, the school should issue a temporary bus pass*. Students must return all temporary passes to school when presented with their duplicate Bus Pass.

*Please note that temporary passes cannot be issued for public service buses, in these cases a fare will need to be paid on the bus until a replacement pass has been obtained.

Q. When can the School issue a temporary bus pass?

- A. A temporary pass can be issued when an entitled student does not have a permanent pass, but only in the following circumstances:
- the permanent pass has been lost, damaged or stolen and the student has applied for a replacement or;
 - if a student has temporarily mislaid or forgotten the permanent pass, a temporary pass may be issued to allow them to travel home in the afternoon or;
 - the school has confirmed with the Sustainable Travel Group (STG) that a student is entitled to transport, but has not yet received a permanent pass.

Temporary passes should only be issued to students who appear on the latest bus loading list (unless the school has confirmed eligibility with the STG) and only for the bus they are currently allocated to (unless otherwise advised by the STG).

Q. How long can a temporary pass be issued for?

- A. The expiry date for a temporary pass should be no longer than 2 weeks after the issue date.