



MINARET COLLEGE

Islamic College of Melbourne South and East

28 October 2021

Assalamu alaikum wa Rahmatullahi wa Barakatuh Families,

I am writing to update you on further improvements being made to the bus service and a request to **re-register by Friday 19 November** if you will require the bus service in 2022. This applies to both existing users and new users.

IMPROVEMENTS TO SERVICE

Earlier this year I communicated a review of the bus service which resulted in the customer service component of bus operations being transferred to the College. This has resulted in customer service benefits to our families and more efficiency when managing requests and changes Alhamdulillah.

As part of the review we also identified opportunities to further improve the safety and efficiency of the service. As a result, the following changes will occur:

- By the end of this year, we will be issuing Student ID Cards to all Secondary students. This will be extended to Primary students at the start of 2022. From the start of 2022 these cards will be used by students to 'tap on' and 'tap off' when they board and disembark the bus for each journey. This technology will maintain better record of student attendance on buses.
- At the start of 2022, we will also launch an app whereby families can track the bus via GPS as it approaches for pick up. Parents will also be able to see if their child is on the bus (based on the student 'tapping on' with their new student card). Being able to track the approach of buses (similar to tracking the arrival of an Uber driver), will make it easier for students to be ready on arrival. Moving forward, we will expect that all students are already waiting outside in their designated pick-up area each day. The current practice of some families sending one student out to 'hold' the bus will no longer be accepted. **A delay at one household delays pick up of other bus users and unnecessarily lengthens commute times for all students.**
- From the time the app is launched at the start of next year, drivers will be requested to continue their route after 45 seconds at arriving at each stop – **even if all siblings have not yet boarded the bus.** Providing door to door service poses logistical challenges for the College, unless students are ready and waiting for their buses, it is becoming impossible for the College to offer a reliable and timely bus service to all users.

The use of student cards to create 'real time' records of student attendance and the introduction of GPS tracking of buses will increase both safety and efficiency Insha Allah.

OFFICER CAMPUS

67 Tivendale Road Officer VIC 3809
T 03 5943 2058

SPRINGVALE CAMPUS (HEAD OFFICE)

36-38 Lewis Street Springvale VIC 3171
T 03 9574 0567

DOVETON CAMPUS

146 Kidds Road Doveton VIC 3177
T 03 9238 4200

BUS FEES FOR 2022

Please refer to Minaret College Bus Service Terms and Conditions for costs and charges, a copy is attached and is also available on the College website.

REGISTRATION FOR 2022

The attached agreement must be completed and returned to the College by no later than Friday 19 November. The agreement can be signed digitally and returned via DocuSign or are to be completed and returned to the College's Administration office.

Failure to register by the above date will assume that the bus service is no longer required.

Please submit your application by Friday 19 November to ensure you have the bus service next year. Due to time taken to complete routing and communicate to families, we will not be able to provide the service to families in term 1 next year that do not register by the due date. All parents who register for the service by the due date will be provided a written confirmation by the end of the school year.

If you have any questions regarding these changes or to register for the bus in 2022, please contact our Admin team who will be happy to assist.

Stay safe,



Mohammed Taksim

Executive Principal