



The Knowledge Hub
Universities

Document title: [TKH Bus Service General Policy – September 2019]

Document version number: V.1

Office/department responsible: Fleet Office

Approved by: Dr. Mahmoud Allam – President of The Knowledge Hub Universities

Policy statement/purpose:

This policy is addressing the general rules that should be followed by TKH bus service, and the general conduct inside the buses and at the bus terminal.

The policy has been made to regulate the relationship between the bus riders from one side, and the bus drivers/bus service staff from the other side, in order to enhance the experience of riding TKH bus.

Who Needs to Know This Policy

Entire TKH Community

Contacts

Responsible University Official: Meselhy Borai

Responsible University Office: Fleet office

If you have any questions on the policy, send an email to:

fleet@tkh.edu.eg

Policy and procedures:

General Bus Policies

1. Faculty & staff members are entitled to ride the bus for free, upon showing their valid TKH ID card.
2. Bus schedules are always oriented to serve class times and official staff arrival and departure times.
3. Time slots, routes, and pickup/drop off points can change temporarily or permanently based on safety and operational aspects. Riders will be notified beforehand through TKH email.
4. In cases when the number of riders exceeds the available seats on any route, or the bus breaks down with no available backup, it is possible that the transportation official would provide an alternative way to transport the affected riders.
5. The aisle of the bus and the emergency exits must not be obstructed by any means.
6. "No Smoking" inside the bus for both the drivers and the riders.
7. Violations, abusive and offensive behavior cases will be handled in accordance to TKH Policies and Procedures.

Riders' Policies

General Policies

1. Changes in the bus schedules or pickup/drop off points are announced through TKH email. Bus service riders should make sure to read all the announcements thoroughly in order not to miss their buses.
2. Riders must deal with the drivers, supervisors, and the bus service team with respect and courtesy.
3. Riders are encouraged to be at the pickup point 10 minutes before the announced pickup time.
4. Riders should call the bus service responsible in case the bus was late for the announced pickup time.
5. In case of bus breakdown, riders should contact the bus service responsible and remain seated until the backup bus arrives, or alternative option is provided by the transportation official.
6. Riders should not ask the drivers to pick them up/drop them off at any point other than the official pickup/drop off points.
7. Exceptions for dropping off might take place for handicapped riders or occasionally due to real emergency situations, and based on bus service operations' manager's approval.
8. Riders must comply with the driver's instructions in case of emergency.
9. In case the bus arrived late on campus, students have the right to request a

stamped hard- copy Tardiness Declaration Form from any of the Bus Service team members.

Inside the Bus

1. Riders can eat and drink, but should leave the bus clean.
2. Riders should not interact with the driver while the bus is in motion . Distracting the driver in any sense while driving will not be tolerated and will be dealt with firmly.
3. Personal entertainment devices (mobiles, laptops, music players, tabs) are to be used only with headphones.
4. Riders are not allowed to reserve seats for one another, and should not occupy empty seats with their personal belongings.
5. Riders must respect each other's personal space.
6. Riders must remain seated while the bus is in motion .
7. Riders must not use the jump seats.

Drivers Policies

1. Drivers are not allowed to engage in phone or side conversations while driving.
2. Drivers must deal with riders with full respect and courtesy.
3. Drivers must drive safely with reasonable speed according to the road official speed limit and avoid dangerous maneuvers.
4. Drivers are not allowed to turn on the radio.
5. Drivers must be fully aware with the bus route and pickup/drop off points.
6. Drivers must abide by the designated routes, drop off, and pickup points; they are not allowed to change the bus route except under certain traffic conditions and upon approval of the transportation manager .

Bus Service Policies

1. Bus riders must abide by the pedestrian routes inside the bus terminal to reach out their buses .
2. Buses must park in its corresponding parking slots.
3. All bus riders must present their ID (Bus ID for students, or TKH ID card for staff) when asked to.
4. Riders must follow the guidance instructions of the Bus Service team .

History/Revision Dates

Origination Date: September, 2019

Next Review Date: December, 2019

*****Disclaimer:** The Knowledge Hub Universities reviews the policies on regular basis if needed for work flow and business purposes.

Version Log	Date	Signature of the President of TKH
Version 1 (V.1)		