

23rd April 2019

Dear Principal,

Hunter Valley Buses (HVB) are writing to you as a provider which operate school bus services to your school. HVB would like to address some concerns regarding the current use of School Student Transport Scheme (SSTS) School Opal Cards.

The SSTS provides eligible school students with free or subsidised travel only between the student's home and school for school attendance on school days on any Opal Bus Service boarded in the course of their journey. When using a School Opal Card, it is a condition of use that students must tap on at the beginning of a trip and tap off at the end of a trip at an Opal Card Reader.

Opal data gathered by tap on and tap off is used to determine the level of service provided to your school. If students don't tap on and tap off, lack of perceived patronage could lead to a service appearing to be under utilised, prompting a review of the level of service provided to that school.

With this in mind, we seek your assistance in reminding your students to tap on and tap off being one of the conditions of use of the School Opal Card. Our experience has shown the following effective methods to encourage proper use of School Opal Cards:

- Teachers supervising at boarding points could encourage students to have their School Opal Card ready prior to arrival of their bus, minimising delays in loading to allow timely departure.
- Loading students in possession of a Student Opal Card first.
- Communicating relative information regarding the use of the School Opal Card via School Newsletters and electronic media to highlight to Parents/Care Givers the importance of proper use of the School Opal Card.
- Communicating to students the importance of correctly using the School Opal Card at School Assembly.

HVB would appreciate your support with the above which will greatly assist us in providing a more efficient and effective service reflective of your school's requirements.

If you require further information please do not hesitate to contact us.

Kind Regards,

Hunter Valley Buses

