To all parents of children catching buses to their homes in New South Wales

Deane’s management were hoping to be able to get together with each of you in person and give an information update. We are sorry we didn’t get to meet you but for the time being here is all the updates we were hoping to share with you.

We have five important pieces of information we wanted to share with you:

1. We now have a School Bus Trip Planner!!
2. Reporting to Transport for NSW (previously known as the Ministry of Transport) has increased.
3. We have a new streamline fare structure for students.
4. SSTS email address for fast tracking the bus pass application process.
5. No changes to Deane’s Buslines timetables since the Deane’s company was sold.

In detail:

1. Trip Planner

Finally all of our school bus travel is up on the web! We boast having Australia’s first school bus trip planner.

To work this tool, you need to navigate online to Deane’s Buslines (if you Google “Deane’s Buslines” you will find us easily!) and on our landing page we have a silver banner with “Queanbeyan and Canberra School Trip Planner” written on it. If you look to the end of this document, I have the banner as part of my signature. Once you click on that, you need to follow the 3 simple steps, in order, to get the right bus to the student’s bus stop.

Step 1 is to find the bus stop closest to the student’s home. You do this by looking in one of the appropriate maps. The first map is the Queanbeyan area map, the second is the country area map which covers areas like Bungendore, Burra and Bywong and the third map is for the Wallaroo, Murrumbateman and Yass areas.

After you have selected one of the 3 maps, scroll in until you find the student’s home address and look to see which bus stop (marked by pictures of buses at the
exact location of each stop) is CLOSEST to the students home. Click on to the icon little bus and a bus stop name will appear. You will now need to come back to the trip planner and select that bus stop name from the list at step 2.

At Step 2 every single bus stop name is listed alphabetically, so just scroll down until you get to the one you chose from the map.

Step 3 is to select the school from the school name list and as soon as you have done that a little button will appear that says “show bus numbers”. Once you click onto the “Show Bus Numbers” button it will take you to the next page.

Page two of our school bus trip planner will show you firstly the bus stop you chose and the school that was chosen. If they seem to be incorrect, choose the “go back to trip planner” hyperlink above the stop name and correct your selection.

Assuming it is correct, you will see Morning Bus 1, Morning Bus 2 and so on, showing a time line of buses from morning through to afternoon, mirroring the trip that the student will need to take daily. Sometimes there is an exception to the rule where there might be a late bus (like Dickson College) and that is when a number will appear under Late Afternoon Bus. Below the time line is a hyperlink to the actual route guide that belongs to each bus in time line order. This will show the student and parent the direction of travel and also display timing points along its journey and which bay buses pull up in at the interchanges.

Please note that not all bus stops are serviced to every school, and where this is the case you will need to keep selecting bus stop names until you find the connecting route. Once you get the hang of it, it is very simple to use!
Warning! If you don’t follow the steps in order, it won’t work!

We hope this is a very helpful tool that will make finding a school bus SO much easier!!

2. **Reporting to Transport for NSW (previously known as the Ministry of Transport)**

Monthly reporting to Transport for NSW has increased. We will need to be in touch with schools far more often than before to ask:

- Out of a selection of students if any of them have left the school, or
- If they have changed address.

3. **Streamline fare structure for students**

We now have a new streamlined fare with only 3 prices to choose from. When a student does not have a bus pass to present to the driver, a condition of travel is that the student must pay. If a student travels from Queanbeyan (Qbn) to Jerrabomberra or Qbn, then the price of the trip is $1.50.

If a student takes a trip from Qbn or Jerrabomberra to a Canberra school the fare is $3.00.

If a student travels from a country/rural area to any school the fare is $5.00.

Just a reminder to all, that a student is expected to pay when they do not present a bus pass. This is the case especially when the school has a uniform free day and a student cannot be identified by a uniform, and any other time they are not carrying a bus pass. We do have a system for covering students who don’t yet have a pass, with a temporary bus pass. Temporary passes are available from the Merici College Reception.

4. **SSTS email address for fast tracking the bus pass application process**

We have an SSTS (School Student Transport Scheme) email address that schools can scan application forms to us. This is our preferred way of receiving bus pass application forms. The school is required to keep a copy of the form. We will respond to the school that we have received the email. In this way we ensure we have an electronic copy. Our second choice is to receive the application form via fax. Our fax number is 6299 3828. The receipt of faxed applications forms will be sent to the school. Please note that during the months of February and March we receive over 100 faxed applications and there may be a delay in receiving confirmation.

5. **No changes to Deane’s Buslines Timetables**

As you may or may not be aware, a company called “ComfortDelGro Cabcharge” has bought Deane’s Transit Group!! This has been a very smooth change so far and we
wish the Deane’s family all the very best after 23 years of building an awesome company!! ComfortDelGro will keep the name “Deane’s Buslines”, and eventually each bus with a Transborder livery will soon be re-branded with “Deane’s Buslines”. We will be continuing to operate as Deane’s Buslines. As and when any changes brought about by this take-over affects the schools, I will be in touch. There are no time table changes and there will not be any time table changes in the near future.

Tracey Clack  
School Student Transport Scheme and Administration Manager | Deane’s Buslines  

Try our new School Bus Trip Planner for the Deane’s Buses by clicking below!

Queanbeyan and Canberra School Trip Planner

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