



Bus Service Frequently Asked Questions

1. Can anyone use the School Bus Service?

The St Michael's Bus Service is available to all students. Our Service allows students to travel safely to School each day with their peers on one of five St Michael's bus routes operated by Driver Bus Lines: Cheltenham/Brighton, Glen Iris/Caulfield, Williamstown, Port Melbourne and Keilor East/Richmond. Head to our website to view the five routes:
<https://www.stmichaels.vic.edu.au/discover/transport/>

2. I have used the bus before, are my tickets still valid?

All tickets for both zones are "refundable" – meaning that tickets returned will be credited to your new online account. Unused tickets can be returned to Coleman or Marilton reception in an envelope marked with the student's name.

3. How much will the service cost?

There is no change to the ticket prices for the current zones for the remainder of this year. The School is working with our provider to review the cost to operate an efficient service, which we anticipate will result in a more cost effective pricing structure for families in 2020.

4. How do I register my child to use the bus?

After indicating your willingness to register for the bus service by clicking the button in the email sent to you by the Director of Business, or emailing the Director of Operations, you will receive an email inviting you to activate your account. This is an important step to enable you to book and pay for your child's travel, which needs to be done before any travel can take place.

Without an account, your child cannot receive a 'StMYKI' bus fob, which is required to scan on and off for each trip. A StMYKI can only be used on the St Michael's Bus Service and is not connected to the PTV network.

5. How do I pay for my child's travel?

Once your account is activated, you will be able to load credit through the online portal. Payment can be made via PAYPAL or credit card. Please ensure your account is topped up regularly to ensure there is no interruption to your child's travel. An alert will be sent to your email address for accounts requiring a payment top up. Cash payments will no longer be accepted in accordance with the School's Fees & Charges policy.

6. Where does my child obtain a StMYKI?

StMYKIs can only be issued once an account is activated and topped up. StMYKIs can be collected from the Operations Department – instructions on when and where to collect your StMYKI are provided in the welcome email to the new system. Without a StMYKI, travel on the School's Bus Service cannot be undertaken.

7. I have been part of the trial, what do I need to do now?

Thank you for participation in the trial. Your account and your child's StMYKI is already active, however you will need to read the instructions on how to "top up" your account through the Rollcall system. This information will be found in an email you will receive from the RollCall system.

8. Can you explain how the new online system works?

- Families activate their account online after registering to receive the welcome email to the new portal
- Through the online portal, families can book bus trips up to a term in advance, choosing their route and closest stop easily using an interactive online map
- After a student is booked into a trip, changes can be made to the booking up until the day before
- After collecting their StMYKI, a student uses this to tap on/off the bus and payment is deducted from the online account
- Parents receive alerts if a student misses their bus and they can also track journeys in real-time on their smart device
- Parents can use the online portal to check the bus is on the way before heading to their child's stop to drop off/pick-up

Any further questions can be directed to our Director of Operations, Mr Andy Smith, by email: andsmith@stmichaels.vic.edu.au