MILLION BUS TRANSPORT SERVICES

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Important Notice on Bus Service Pricing and Criteria for 2027–2028

Dear Parents and Guardians,

We hope this message finds you well. At Million Bus Transport Services, we are committed to providing safe and reliable transport services to Ai Tong School students. As we look forward to continuing our partnership with the school in the upcoming years, we would like to inform you of some important updates regarding our pricing and service criteria for **2027** and **2028**.

Updated Bus Fares for 2027–2028

After careful consideration and discussions with the school, there will be a slight adjustment to our bus fares for 2027 and 2028 due to current economic factors. The new fares have been set in accordance with the guidelines provided by the Ministry of Education (MOE). We understand that any price change can be difficult, and we have made every effort to keep the increase as minimal as possible while ensuring we continue to provide safe and dependable transport services for your children.

As before, fares are based on distance, measured using Google Maps from your child's pickup or drop-off address to the school. Please refer to the table below for the new monthly fares:

Distance	Up to 15-Seaters		>15-Seaters	
	1 Way	2 Way	1 Way	2 Way
Up to 2 km	$280.00	$290.00	$192.00	$202.00
>2–4 km	$304.50	$314.50	$205.00	$215.00
>4–6 km	$304.50	$314.50	$180.00	$190.00
>6–8 km	$315.00	$325.00	$190.00	$200.00
>8–10 km	$330.00	$340.00	$200.00	$210.00

All fares above are monthly and inclusive of GST.

Addresses beyond 10 km: Transport for addresses beyond 10 km is subject to availability, and the fare will be discussed separately with us, the school bus operator. Please contact us directly if this applies to your child.

Bus assignment: Whether your child is assigned to a smaller 13-seater bus or a larger bus is subject to bus availability and road conditions. Some estates and roads are too narrow for larger buses to enter or manoeuvre safely, and for locations further from the school, a larger bus may take longer to bring students to school in the morning and home at the end of the day. We will assign the bus that best balances safety, accessibility and travel time for your child, and the fare for the corresponding bus type in the table above will apply.

New: After-School Activities Transport

Starting this year, students who are already taking our school bus service and require transport home after their after-school activities may opt to use our after-school transport. This service is charged as an additional fee per trip, on top of your child's current monthly bus fare, based on the distance categories below:

Distance	Additional Fee (per trip)
Up to 2 km	$6.50
>2–4 km	$7.00
>4–6 km	$7.00
>6–8 km	$7.50
>8–10 km	$8.00

The after-school fee is inclusive of GST and is charged only for the trips your child takes. It applies to both Up to 15-Seater and >15-Seater buses. Please contact us if your child requires this service so that we can make the necessary arrangements.

Minimum Ridership Criteria (Updated)

The minimum ridership criteria have been updated to align with the new pricing table. These criteria help us operate efficiently while continuing to provide quality service:

- **For distances within 0 to 4 km:** We will provide transport to students regardless of the number of riders, in line with MOE guidelines.
- **For distances between 4 to 10 km:** A minimum of 10 students is required for 13-seater buses.
- **For distances beyond 10 km:** A minimum of 13 students is required for 13-seater buses.

We understand that ridership may fluctuate throughout the school year, and in such cases, we are prepared to offer the following solutions:

1. We will make every effort to redistribute students to other buses with similar routes, helping to maintain the same pricing and ensuring that students continue to have a safe and reliable ride to and from school.
2. We will reach out to parents of affected students to discuss the possibility of adjusting the monthly fare to cover the difference needed to meet the minimum ridership requirements.

For students whose addresses are beyond 10 km (as calculated using Google Maps), which fall outside the pricing table above, we may still be able to offer transport services. This is subject to bus availability and the minimum ridership criteria mentioned above, and the fare for such routes will be discussed and agreed separately with us, the school bus operator.

As highlighted in the MOE press release (available here), contractually we are not obligated to provide bus services beyond 4 km. However, out of goodwill and in recognition of our long-standing relationship with Ai Tong School, we are doing our best to continue offering transport services for distances greater than 4 km.

We sincerely hope for your understanding as we navigate these changes while striving to provide the best possible service for your children. Should you have any questions or require further clarification, please do not hesitate to contact us via email at raydengoh@millionbus.sg or Nancy @ 81117087.

Thank you for your continued trust and support.

Yours Sincerely,

Goh Yew Chye
Director
Million Bus Transport Services