

Re: Back to School 2021

Dear Parent/Guardian,

As your local Bus Operator, we wanted to get a head start on the New Year and reaffirm our commitment to work with you and your school to provide safe, reliable and efficient school services for students in your community.

The start of the school year is also a perfect opportunity to remind students of the importance of carrying a valid Opal card and using it correctly. We need your help to achieve this.

We have found that the common reasons students don't tap on are:

- They do not hold an Opal card and have never applied for it
- They have lost or forgotten their Opal card but have not replaced it
- They might have a valid card, but don't see any reason to tap on and off
- The driver does not ask them to TAP ON
- Due to insufficient funds on their Child/Youth Opal card.

Our Bus Drivers are encouraged to always ask students to tap on when they board the service. Transdev have also been assisting schools by requesting our Bus Drivers to ask students waiting for the school bus service to line up with their Opal cards ready and give priority boarding to those with a valid card. Those without are reminded to have a valid Opal card for their next journey. It is a condition of the School Pass Terms and the Student Code Of Conduct that when travelling students are in possession of the School Opal card and must tap on and tap off every time when using public transport to travel to and from school.

In preparation for Term 1 2021 we would encourage you to take the following steps to support us in ensuring Opal fare compliance:

- Check if your child is eligible for a school opal card by visiting www.opal.com.au
- If eligible, ensure they have a school Opal card for the start of term 1
- Regularly check in with your child to see if they have been tapping on and tapping off for each journey
- Apply for a replacement School Opal card if they lose or misplace it.

It is important your child taps on and taps off every time because it tells us how many people are using the public transport service. This allows us to better plan buses for your child.

Have a chat to your child about tapping on and tapping off their School Opal card every time.

Should you have any queries, please feel free to contact our School Engagement Team on 8700 0555.

We thank you for your understanding and cooperation.

Yours sincerely,

A handwritten signature in black ink that reads "Natalie Peterson". The signature is written in a cursive, flowing style.

Natalie Peterson

Customer & Stakeholder Engagement Manager

Transdev NSW School Engagement Team