

MEETING 2 BETWEEN SA EXECUTIVE AND PERKHIDMATAN HAFEENA S/B (LNH)

Date: 18/09/08

Venue: HB18a SA building

Time: 15:01 hrs

Attendance:

Hafeena represented by : Mr. Lee Hock Yap (Y)

SA Executive: Gerard (G)/ Douglas (D)/ Irfaan (I)/ Manoo (M)/ Rozanne (R)

Item	Description	Action & Tracking
1	Clarification of previous minutes	<ul style="list-style-type: none"> G said proper bus guidelines will be issued to students once the service is standardized (after the hariraya break), all students will have their student id's and bus coupons by then. M said albeit it decided at the earlier meeting, the drivers do not pick up students from the Islam bank and Syabus bus stop. The table agreed on the route below. 15 minutes before scheduled departure time the bus would pick students from the Syabus stand then from Islam bank and will be parked at New Era college till 5 minutes before departure time. The minutes of the previous meeting (11/09/08) were accepted
2	Case 01 (refer attached email)	<ul style="list-style-type: none"> Y admitted that this cause by the fault of Hafeena; due to miscommunication between two supervisors. Y agreed to temporarily use the coach bus ob bus route B, to avoid confusion and hereafter to stick to the schedule of the allocated buses.
3	Case 02 (refer attached email)	<ul style="list-style-type: none"> The drivers have to synchronize their watches with the clock tower time. M noted that clocks on some buses were 2-4 minutes faster than the clock tower. G said students will be notified to be at the bus stop 5 minutes before the bus leaves. They cannot complain about a 2-3 minute difference. At the last meeting Y mentioned an average trip to Kajang would be 35 minutes. Therefore the M noted it would be impossible to use the same bus ex. to leave campus at 6:00

		<p>pm to pick students from the KTM at 6.30 pm.</p> <ul style="list-style-type: none"> It is the duty of the bus driver to ask for a replacement bus if they are caught in traffic or an accident. This would reduce the delay of the bus schedule.
4	Case 03 (refer attached email)	<ul style="list-style-type: none"> It was previously decided that the bus will not stop at any other place other than the predetermined drop off/ pick up points.
5	Case 04 (refer attached email)	<ul style="list-style-type: none"> Y explained it was a misunderstanding on the part of the student ; which was caused by faulty telephone lines.
6	Case 06 (refer attached email)	<ul style="list-style-type: none"> Y said the drivers switched routes without his knowledge and necessary action was taken against the drivers. He assured that it would not happen again. D informed him that the number of complaints had increased since the last meeting with LNH
7	Reimbursing the students taking taxis because the buses weren't on time	<ul style="list-style-type: none"> If the bus is late (and it cannot send a replacement) within 40 minutes of the departure time the students could take a taxi to/from campus/KTM and claim the bill from the SA. The student is accepted to show a receipt of the taxi fare or a note with the name and number of the taxi driver and the vehicle number. The SA would investigate the claim and pass on the receipt to LNH. Y agreed that they would process the [payment within 7 working days. The student will be reimbursed the money after 2 weeks from the incident.
8	Case 13.3 (refer attached mail)	<ul style="list-style-type: none"> M too complained that the supervisor Ms. Margret would never return calls or look into the matter at hand. Y agreed to look into the problem. D queried that the stand by bus was never available. Y stuck to the point that the stand by bus would be available in 20 minutes after the call.
9	Case 07/08/09/10/12 (refer attached email)	<ul style="list-style-type: none"> Y agreed to look into the behavior of the drivers. The same drivers will be sent to UNMC thereby by avoiding the confusion of drop off/pick up points. Y will instruct the drivers himself re. the drop off/pick up points and the exact timings at each of the stops. Y agreed to talk to the drivers re. Usage of the mobile phones while driving the bus, as it puts the students lives at risk and is against the law. G proposed the usage of walkie-talkies by the drivers. Y countered that there is bad coverage in some areas. M asked Y to inform the SA Execs when the bus driver was changed as it would then be easier to track if there are delays / problems on that route.
10	Semeniyh route	<ul style="list-style-type: none"> Y said he would explain the route to his drivers, as the

		<p>route was proposed by Y himself.</p> <ul style="list-style-type: none"> • Campus – TTS – Telekom junction – The Store – Semeniylh Sentral stop • Semeniylh Sentral stop – The store – Telekom junction – TTS – campus • The drivers could use any by lanes but have to stop at the above points.
11	The bus being packed at peak hours	<ul style="list-style-type: none"> • Once the bus is full at its departure point (campus/ TTS) the bus driver is required to call for a back up bus. • The scheduled bus inform the extra students to remain for the next bus and leaves on schedule. • Is the replacement us does not arrive in 30 minutes the students are allowed to take taxis at the expense of LNH.
12	Buses to the Mosque to pass though TTS	<ul style="list-style-type: none"> • Since the buses are given free by LNH, G asked Y to look into the possibility of asking the drivers to pick/drop students to/from the mosque.
		<ul style="list-style-type: none"> • G concluded that UNMC was not asking for extra frills just to provide the services that were stipulated on the contract between LNH and UNMC.

****Meeting adjourned at 12:33 pm****

Prepared by:

Approved by:

Verified by:

Rozanne Moraes

(SA Treasurer)

Douglas T. Emmanuel

(SA President)

Gerard A. Francis

(SA Manager)