

Meeting with Hafeena Part IV

Attendance: Paul, Hafeena, Zainal, Gerard, Douglas, Irfaan, Manoo, Rozanne, Indra

Date: 06/11/08

Time: 2.10 pm

1. Vandalism and indiscipline among bus users.
 - a. Paul found this act by students to be mindless and spiteful. UNMC will not accept such behaviours and the drivers and SA were asked to identify or find out who these students were.
 - b. If found those students will be dealt with by the senior management.
 - c. The students who did such acts were claimed by the bus drivers to be foreigners.
 - d. Hafeena have waived damage fees.
 - e. Douglas said based on bus coupons, it would be possible to track the students who are guilty.
 - f. Paul has warned that should such an incident were to repeat, the bus services will be stopped in the future.
 - g. Manoo suggested that the guards enter the bus to check it's condition everytime the bus enters the campus
2. Douglas says that drivers were disrespectful to students and refused to stop or admit students into the bus.
 - a. Manoo says that on weekends, drivers make arrangements among themselves where one bus goes to campus without going through TTS, and the other bus goes through TTS. Yap says that such arrangements were done without his knowledge and has assured that it will not repeat in the future.
 - b. Rozanne said that weekend buses are always packed and in most cases backup buses are usually not called upon and students from TTS were stopped from entering the bus and asked to wait for the next bus.
 - c. Douglas says there was another instance where the bus was full and back up bus was not called for and students were not allowed to enter the bus, however, the driver later stopped the bus for a third person to enter to make an announcement the bus users.
3. NOBODY to be allowed to enter the bus without showing their ID and bus coupon as instructed by Paul.
 - a. Coupons will be used to monitor usage and to ensure that only UNMC students use the bus services.



- b. Non UNMC students will not be allowed to board the bus unless they seek approval from Azlan.
4. In the event of full buses, back up buses should be called upon immediately and no students will be allowed to stand on buses (as it is illegal to stand in the bus).
 - a. Back up buses to arrive within 40 minutes upon calling as guaranteed by Yap.
 - b. In the event of late arrival, taxis taken by students should be reimbursed by the bus company on provision of bill.
 - c. Yap said that he is reorganizing bus schedule to make them more effective.
 - d. Drivers have claimed that when students are asked to get off the bus because it is full, students refuse from getting off the bus.
 - e. Paul has instructed that the bus shall not move until all excess students have gotten off the bus.
 - f. In events where drivers don't call for a backup bus, students who call for one should be reimbursed for their call.
 - g. In the event of a large number of students already waiting, students can inform the bus company.
5. Need to come up with campaigns to get students to check their emails.
6. Waiting time for buses leaving KTM to be left for 5 minutes.
7. Irfaan suggested an observation period.

Prepared by:

Approved By:

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(SA Secretary)

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