



**Creating safer school transport
for every student,
every trip.**



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Executive Summary

Where Student Safety Begins

Transporting students safely is not just an operational requirement, it is a fundamental duty of care that begins the moment a student boards a bus.

Yet many schools still select transport providers based on price alone - with little visibility into how that operator manages its fleet, drivers and the sensitive data it holds about children.

The duty of care for student safety extends beyond the school gate. transportme is proud to partner with BusSAFE, supporting initiatives that promote safer journeys for students, drivers and school communities.

Bus operators powered by transportme bring something different: a modern, certified operations platform that delivers accountability, live operational visibility and recognised standards in quality management and data security.

This paper outlines why that matters and why it should be a decisive criterion in every school's transport procurement process.

The Challenge with Traditional School Transport

Traditional bus operators rely on paper rosters, phone calls and informal processes to manage their fleets. Schools receive a service they cannot see, cannot measure, and cannot hold accountable beyond a reactive complaint process.

COMMON PAIN POINTS

- | | |
|---|----|
| No reliable way to know if a bus is running late until parents call | 01 |
| No visibility into driver fatigue status or licensing compliance | 02 |
| Incident reports filed days after the fact - or not at all | 03 |
| Route changes communicated informally with no audit trail | 04 |
| Student data stored in unprotected spreadsheets with no access controls | 05 |

These are more than operational challenges, they represent measurable risks to your school community.

Why Data Security for Children Cannot be an Afterthought

Student data protection is not optional, it is a legal obligation

Under the Australian Privacy Act, state-based child safety legislation and your school's duty of care responsibilities, schools must ensure that every third-party provider handling student information meets rigorous privacy, security and governance standards.



By partnering with an operator using the transportme ISO 27001-certified platform, your school benefits from:



Controlled data access

Student information is only accessible to authorised personnel.



Role-based permissions

Secure access controls with a complete audit trail.



Proven incident response

Documented procedures to manage and respond to security incidents.



Audit-ready assurance

Evidence to support your school's governance and due diligence requirements.

"We'd never considered asking our bus operator about data security before. When we learned transportme was ISO 27001 certified, it gave us confidence that student information wasn't sitting in an unprotected spreadsheet somewhere."

Principal, Primary School, South East Queensland

Safety & Compliance Built Into Every Run

Built-in Compliance and Fatigue Management

Schools benefit from more than secure technology. Bus operators using transportme have access to integrated fatigue management tools that support compliance with NHVR Standard Hours requirements, helping monitor driver fatigue, manage schedules, and deliver safer, more accountable school transport services.

Protecting Sensitive Student Information

When your school partners with a transportme-powered operator, sensitive student information, including travel details and essential medical or behavioural alerts, is managed securely, with privacy and information security built into every stage of the platform. This supports strong governance and helps schools meet their duty of care.

What does this mean for you?
"Show me that your drivers were compliant on the morning of [date]"
and receive a documented, timestamped answer.

Real-time fatigue management keeps driver hours compliant before every school run.

Digital rostering and scheduling streamlines shifts, routes and driver qualification checks.

Complete audit trails provide clear records to support accountability and compliance.



ISO 9001

transportme is ISO 9001 certified, meeting internationally recognised standards for quality, reliability and continuous improvement.

For schools, this means confidence that student transport is supported by proven, independently audited processes.

It also demonstrates our commitment to maintaining strong security controls and continuously improving how information is managed and protected.



ISO 27001

transportme is ISO 27001 certified, the internationally recognised standard for information security.

This certification demonstrates our commitment to protecting sensitive student, parent and operational data through independently audited security practices.

For schools, it provides confidence and assurance that information is managed securely and privacy is protected.

Smarter Technology. Safer School Transport.



Large Format Displays: Designed for Safer School Transport

School bus drivers manage far more than the road ahead. A large format in-cab display brings essential information together in one clear, easy-to-read interface, helping drivers stay focused and informed.

With the right information at the right time, operators can improve safety, reduce errors and deliver a more reliable journey for students.

Drivers can quickly access:

Student names
and stop
information

Important alerts
and travel
requirements

Turn-by-turn
route
guidance

Real-time
operational
updates

Digital Passenger Manifests, Every Student Accounted For

A digital passenger manifest gives drivers instant access to student names and photos (where available), assigned pick-up and drop-off locations and important medical, mobility and behavioural alerts on a large in-cab display.

By replacing paper lists and reducing reliance on memory, operators can reduce the risk of missed students and incorrect drop-off, helping ensure every child reaches the right destination with a live, accurate passenger list for every journey.

"Our drivers used to manage paper rolls and try to remember which kids got off where. Now the screen tells them everything. One of our drivers caught a student about to be dropped at the wrong stop because the manifest flagged it immediately."

**Fleet Operations Manager,
Regional Bus Operator**

Confidence in Every Journey

Turn-by-Turn Navigation - Eliminating Route Uncertainty

School routes change. Relief drivers cover unfamiliar runs. New enrolments alter stop sequences. When drivers navigate from memory or outdated paper maps, errors happen. Large format turn-by-turn navigation integrated with the live dispatch system ensures:



Drivers always follow the current, authorised route - not last term's version.



Route updates pushed by the operator flow directly to the in-cab display.



Relief and casual drivers operate unfamiliar runs safely from day one.



Operators and schools can verify the route actually driven against the planned route.

At 60 km/h, reducing average eye-off-road time from several seconds (phone/paper) to under one second (large format display) represents approximately 50 metres of additional road visibility per information check.

Designed to Keep Drivers Focused

Every glance away from the road matters. That's why transportme's large format driver display is designed to present critical information clearly, keeping a driver's attention where it belong, on the road and on the students in their care.

Key safety features include:

Large 10"+ display

Easy-to-read navigation and trip information at a glance.

Purpose-built installation

Securely mounted with professional cab integration and ADR-compliant design.

Reduced driver workload

Route details, student sequencing and alerts are displayed automatically, reducing reliance on memory.

Support for every driver

Especially valuable for relief drivers, multi-school routes and students requiring additional care.

Adaptive brightness

Automatically adjusts to changing light conditions for clear visibility without glare.

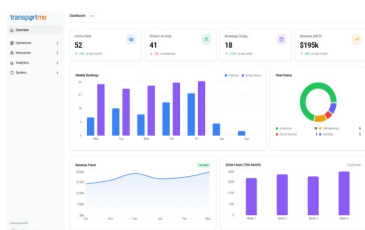
Prominent safety alerts

Important notifications are easy to recognise without distracting the driver from the road.

The Procurement Case

Choosing the Right School Transport Provider

When assessing bus operators for school transport services, look beyond price and ask the questions that matter. Use the following criteria to evaluate whether an operator has the technology, processes and safety measures needed to deliver a reliable and secure transport service.



Operators using **transportme** are equipped to provide clear, evidence-based answers to each of these questions, giving schools greater confidence in their transport provider.

Criterion

What to Ask Your Operator

Quality Management	Is your platform ISO 9001 certified?
Data Security	Is the platform ISO 27001 certified? Where is student data stored and who can access it?
Driver Fatigue Compliance	How are driver hours monitored against NHVR requirements?
Operational Visibility	Can our school access live run status and trip completion reports?
Passenger Manifest	Does the driver have a digital manifest with student alerts in-cab?
In-Cab Navigation	Is navigation integrated with dispatch so route changes reach the driver automatically?
Incident Management	What is the documented process for on-bus incidents and how quickly are schools notified?

The Path Forward

Choosing a school bus operator is about more than cost, it's about protecting students, safeguarding sensitive information and meeting your school's duty of care.

transportme-powered operators combine ISO 9001 and ISO 27001 certified quality and information security with an integrated platform that connects drivers, vehicles, students and operations. Real-time visibility and operational oversight provide greater transparency, improved communication and a faster response when it matters most.

As expectations around student safety, compliance and accountability continue to grow, schools should expect more from their transport providers. Choosing an operator with the right technology, governance and proven systems helps deliver safer, smarter and more reliable school transport.

transportme

seamless transit technology

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