



24 June 2022

Dear Parents,

We are delighted to announce that St Helen and St Katharine and Abingdon School have appointed Vectare, a specialist school transport management company, to manage the Joint Bus Service ("JBS") on our behalf from the end of this term. Vectare is responsible for over 2 million independent school journeys per annum and already works with over 90 schools and hence has an excellent knowledge in this arena. Tom Peeke, our current JBS Coordinator, is also moving to Vectare and will become our JBS Account Manager and help ensure a smooth transition and continuity of service and support.

Whilst the day-to-day management of the service is changing, the routes, fares and timetable information are all remaining as currently published for the forthcoming academic year 2022-23. Bookings will continue to roll on an academic year basis, and if your child has a booking for this current academic year (and they are continuing to study at the school or no notice has been provided), this booking will continue for the next academic year. Payments for the service will also continue as they do now and will be added as a charge on your termly school bill.

All new bookings, whether ad-hoc or as a new passenger, will be made via a new online booking system at jbs.vectare.co.uk. This new website will also incorporate an interactive journey planner which will allow you to enter your postcode and find your closest bus stop as well as access the JBS Travel Guide which includes details of the service and revised Terms and Conditions (link [here](#)).

Timelines for the changes:

Week commencing Monday 27 June.

- The current JBS website will close on Monday morning and all data will be transferred to the new Vectare website. This new website will open ready for you to view your booking for the forthcoming academic year from Wednesday 29 June.
- This week you will receive emails from Vectare; one inviting you to create an account and set a password on their website and a second one confirming the booking and the details which Vectare hold for you. If there is anything you need to update, then please simply reply to that email and Vectare will make that change for you. If you do not receive these emails then please contact jbs@vectare.co.uk and their team will assist you.

- From your new Vectare website account, you will be able to view your booking and make amendments to it. During the course of the Michaelmas Term, Vectare will add real time vehicle tracking and boarding and alighting information for you to view via the website or a mobile app. It will also mean that you will be able to see when your child gets on and off the bus and where the vehicle is during its journey. Under these new arrangements we will require JBS users to 'tap on/tap off' via the use of personal contactless 'fobs' which will be distributed at the start of the Michaelmas term.

Week commencing Monday 4 July.

- From Monday 4 July, the Vectare Customer Help Desk will become the first point of contact for all your queries relating to the JBS. This might include information relating to lost property, the location of a bus, complaints regarding the service and details of future bookings. The Vectare call centre is available 7 days each week from 6am to 10pm and can be contacted at jbs@vectare.co.uk. In the event of a live operational issue, they can also be contacted on 0115 7773185.
- Items of lost property will continue to be returned for collection to the Bursary Reception at St Helen and St Katharine or to Faringdon Lodge for Abingdon School.

If you have any questions regarding the changes please do contact Tom Peeke at jbs@vectare.co.uk.

Yours sincerely,



Justin Hodges
Director of Finance & Operations
Abingdon School



Nicola McAvoy
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St Helen and St Katharine