



15 September 2022

Dear Parents,

Joint Bus Service Information

Further to the [letter](#) included in the weekly mailing of 24 June, you will be aware, the management of the JBS (Joint Bus Service) has moved to a specialist school transport management company called Vectare.

Bookings from last academic year have automatically rolled over to this academic year. All new bookings, whether ad-hoc or as a new passenger, are now made via a new online booking system at jbs.vectare.co.uk

In order to further improve the safeguarding aspects of student travel, Vectare has added real-time vehicle tracking and boarding and alighting information to allow you to see when your child gets on and off the bus and where the vehicle is during its journey.

JBS users have been issued with a personal contactless card which, as from the morning of Wednesday 21 September, will require them to 'tap on' in the morning, and 'tap on' and 'tap off' in the afternoon.

If a JBS user forgets their card, they will still be able to travel on the bus but will be required to provide their name. Ad-hoc users will receive a card when their account is created and a booking had been made. St Helen's and Abingdon School will have access to the JBS website so we will be able to monitor the use of the new system.

In the event of a lost card, please contact Vectare by email, jbs@vectare.co.uk. Please be aware the charge for issuing a replacement card is £5.

As this is a new system, inevitably there may be a few teething problems. In the event of a live and immediate operational issue, they can be contacted on 0115 777 3185. If you have any other questions, please contact the Vectare Customer Help Desk which is available seven days each week from 6am to 10pm and can be contacted on jbs@vectare.co.uk.

Yours sincerely,

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