

Dear Parents,

Digital Ticketing System on Hunters Coaches

The new digital ticketing system will start operation on Monday 30/11/2020. Booking for all of the routes provided by Hunters Executive Coaches will be open from Thursday 19/11/20. Please note this system has nothing to do with the routes provided by FirstBus. We are sending this information email and an invite email to all parents, so you may book a seat on a coach if needed.

If your child/children use/s one or more of the routes listed below then we ask that you Register for a RideKura account using the separate welcome email, which will be sent to the primary contact email address we hold on our systems.

Routes contracted from Hunters Executive Coaches

Morning (AM)	Afternoon (AFTN) 15:35	Late service (Late) 17:15
CP1 - CUPAR	CP1 - CUPAR	CP1 - CUPAR
D1 - DFE (DULOCH PARK)*	D1 - DUNFERMLINE	D1 - DUNFERMLINE
D2 - DFE (HALBEATH P&R)*	D3 - ABERDOUR	D3 - ABERDOUR
D3 - ABERDOUR	G1 - GLENROTHES	G1 - GLENROTHES
G1 - GLENROTHES	L1 - LINLITHGOW	L1 - LINLITHGOW
L1 - LINLITHGOW	P1 - PERTH	P1 - PERTH
P1 - PERTH		

* DFE = DUNFERMLINE

The RideKura system will allow parents to:

- book seats on routes in advance
- monitor their own child's journey to school and know when and where they get on and off the coach.
- receive notifications if a coach is running late.

Registering for an account

The RideKura system will send an invitation email with a secure link to set up your account. This link is only valid for 7 days, so please register as soon as possible. The link, as mentioned above, will be sent out on Thursday 19/11/20. Once you receive your link please download the Kura App which is available in both the Google Play Store and Apple's App Store.

Booking journeys for your child / Children

You will need to book journeys to and from School for your child/ren to use the service. Once you have registered an account you will be able to use the app to book seats.

To be able to receive messages about delays and monitor your child's route you must confirm your booking via the app. Using the How to Guide, please replicate your existing transport requirements via the app. How to Guide can be found here:

www.ridekura.com/app-and-service-guides/

Once you have completed your booking you will receive an instant confirmation. Please note the app will not take any payment.

In operation

The purpose of the system is to provide accurate and up to date information on pupils travelling on routes provided by the school. Every pupil has a smart band which they already use for the secure door system and photocopiers. Pupils need to register their band for use on the Ride Kura ticket system and they will have opportunities to do so prior to the 30th of November.

Once you have booked seats for your chosen route/journeys to and from school your child will sign onto the coach using their smart band. Each coach is fitted with a smartphone and pupils need to tap their band on the phone as they board and disembark. They must make sure their band is presented and read by the smartphone. When the band is read a notification will be sent to say your child has either boarded or disembarked.

Parents can book a seat up until 15 minutes before a route starts. If you are not to travel then you need to cancel 90 minutes prior to the route starting. Pupils may board a bus on an ad hock basis without a booking, but only if there are seats available. If the coach is fully booked then they will not be able to travel.

If a pupil forgets their band they will need to give their name to the driver who will register them manually. Please encourage your child/ren to use their smart bands to enable boarding to be quick and efficient.

There is not a version of the app for Pupils, but this is on the development plan for the RideKura system.

Please note that at the end of term, the school will finish at 12:35. Please book your child/ren onto the Afternoon (AFTN) service. At the end of term, the afternoon service will leave at 12:35.

Charges

The price per journey is published on the school website in the Parent Area under Bus Timetables. Parents will be charged for journeys at the end of each term. The charge will apply to seats that are booked and journeys taken in an ad hock manner. Please note you will be charged for the journey even if your child does not travel.

If you still have paper tickets, which have not been used, please return them to Mrs Simpson in reprographics before the end of this term. We will credit paper tickets printed since January 2020.

If you have any queries about this system please email the school office, who will direct your enquiry, using the email address: dollaracademy@dollaracademy.org.uk

Booking stops beyond Kinross on the late service for Cupar.

The late service (17:15) to Cupar is a connection service, which the digital ticketing system does not support. Therefore, you will need to book the journey in two parts. Please book on the Late – G1 – Glenrothes service from School to Kinross Park and Ride. Then book the Late – CP- Cupar service from Kinross Park and Ride to your destination stop.