

TRANSPORT SERVICES FAQ GUIDELINES DURING CONDITIONAL MOVEMENT CONTROL ORDER (CMCO)

University Nottingham Malaysia is committed to ensure a safe and conducive campus for everyone and is closely evaluating the impact of the coronavirus (COVID-19) and taking measures following the advice of the Ministry of Health Malaysia.

In line with the announcement announced by the Malaysian government, UNM is pleased to implement the transport services for staff during CMCO. Please note that this is a live document and is subject to change in response to future decisions, directives, and announcements from UNM and/or relevant government authorities.

Q1. Where does UNM shuttle bus/van provide service during CMCO?

A. Please refer to the link below: -
[Shuttle Bus Schedule during CMCO](#)

Q2. When are these services available?

A. Please refer to the link below: -
[Shuttle Bus Schedule during CMCO](#)

Q3. What type of vehicles does UNM provide?

A. UNM shuttle services provides 44-seater shuttle bus. However, only 22 passengers are allowed each trip to observe social distancing inside the bus.

Q4. How much for the fare?

A. UNM shuttle services is complimentary service available for all UNM staff and students.

Q5. Who is eligible to use this shuttle services?

A. Please show your UNM Staff or Student ID card to the driver upon boarding the bus.

Q6. What safety precaution SOPs will be implemented?

A. Duty driver will conduct the following before allowing passenger to board the shuttle bus:

1. Ensure passenger is wearing a facemask.
2. Measure body temperature (those above 37.5° will not allow be allowed to board the bus).
3. Passenger to scan designated QR code, and log-in upon embarking the vehicle.
4. Passenger to sanitise hand.

Q7. Where is the passenger pick-up point and drop-off point?

A. Please refer to the link below: -
[Assigned Stopping Points](#)

Q8. Any stopping between the journey?

A. No stopping in between along the journey. This is direct point to point shuttle services

Q9. Are the shuttle buses owned and operated by UNM?

A. No. This service is outsourced by Campus Services. UNM does not own the buses nor are the drivers a staff of UNM.

Q10. If a vehicle breaks down, what are your procedures?

A. UNM has arrangements with the shuttle services provider to have a stand-by vehicle and driver that can be accessed quickly in case of the service issues.

Q11. How can I track the shuttle bus?

- A. You may track the shuttle services by using after downloading 'WhereIsMyBus' mobile app either from the App store or Google play.

Q12. What if the shuttle is late?

- A. Please contact Campus Services at 03-8924 8631 or 016-800 2661. Do allow some leeway, especially during times of heavy rain or traffic.

Q13. What if I left my belongings in the van?

- A. Please contact Campus Services at **03-8924 8631** or **016-800 2661**. Do provide as much information as possible (i.e. time of day of your trip, vehicle registration number, route number, description of the items).

Q14. What if I am not satisfied with the shuttle services?

- A. UNM will endeavour to provide the best possible shuttle services. We constantly strive to improve, and your feedback will be useful. Please email us at transport@nottingham.edu.my for any suggestions or complaints.

----- End -----

5 03 2021