

Transportation committee

Meeting minutes

Date: Dec. 1, 2016

Present: Ludovic Chikli, COO, LFS
Jean-François Lamy, Head of Elementary, LFS
Fabrice Fröhlig, Support Services Manager, LFS (reporting)
James Qu, Bus Manager, Eurocampus
Eric Lanzi, Education Counselor, LFS
Robin Saby, Parents Representative, LFS
Sandrine Dransart, Parents Representative, LFS
Julien Bares, Parents Representative, LFS
Emilie Lacoste, Parents Representative, LFS
Mahsa Imani, Teachers Representative, LFS
Christine Leang, Teachers Representative, LFS
Esther Devillers, Students Representative, LFS
Mathieu Gillin, Students Representative, LFS

Karl Stigler, Head of Administration, DSS
Maria Schmidt, Parents Representatives, DSS
Wiebke Stegemeier, Vice Head of Kindergarten, DSS

M. Wang, Team Manager, Donghu Transportation Company
M. Dai, Team Manager, Donghu Transportation Company
Ms. Zhang, Attendants Supervisor, Donghu Transportation Company

Absent: Samuel Jourdan, Head of Secondary, LFS

Agenda :

1. Introduction of the members
2. Framework of the committee
3. Introduction of the supplier company and service
4. Incident report Sept.-Dec. 2016
5. Satisfaction survey
6. Overview of the training actions from Sept. to Dec. 2016
7. Overview of the ongoing monitoring system pilot project
8. Other projects and actions
9. Q&A

Development:

- 1. Introduction of the members**
- 2. Framework of the committee**
- 3. Introduction of the supplier company and service**

INTRODUCTION OF THE SUPPLIER COMPANY FOR EUROCAMPUS:



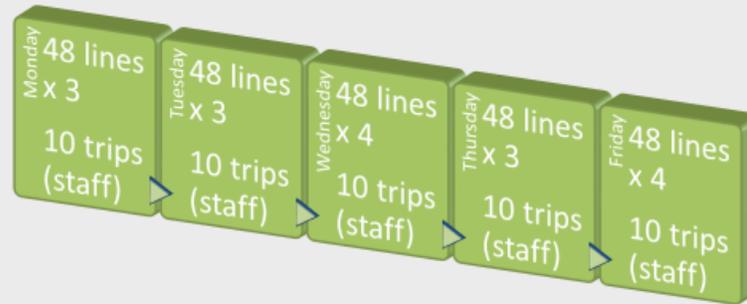
- Donghu Bus Company, one of the biggest state-owned companies in China
- Provides a fleet servicing 48 lines, plus 4 staff lines on regular trips and school outings, for LFS and DSS
- International references (Shanghai American School)



Ms. Leang asks about the process of recruiting drivers and attendants at Donghu. M. Huang explains that the HR department of the supplier company recruits them according to their skills. Apart from recruiting and replacement, LFS teachers representatives express some concern about security processes, especially for emergency evacuation. M. Huang answers and explains their processes.

INTRODUCTION OF THE SERVICE:

Every week: 816 trips across Shanghai
(ASC, competitions, extra trips not included)

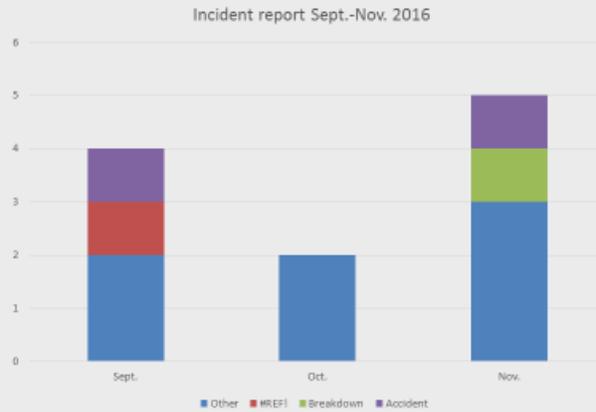


- Transportation of around 1200 pupils everyday
- Over 29,000 trips per year (36 schools weeks/180 school days)
- Roughly 216,000 pupils carried per year



4. Incident report Sept.-Dec. 2016

STATS:



From Sept. to Nov.:

- 9792 regular trips
- 12 reports
- 0,12% problematic trips
- 67% of the problems treated on the same day



INCIDENT REPORT SEPT.-DEC. 2016:

Date	Bus number	Kind of pb (breakdown, accident, delay, other)	Details	Action	Date of action
Sept. 5	44	Delay	Accident on the way (without implication) that caused traffic jam	Report	Same day
Sept. 6	49	Other: no seats on bus 49	Reports of children sitting on the jump seats	Forbid to sit on the jump seats and monitor closely the situation	Same day and following monitoring
Sept. 9	48	Accident	Window broken after a bad move, when parking. No one hurt	Disciplinary sanction	Following day
Sept. 21	5	Other: one child forgotten on the bus	The attendant forgot one child on board	Disciplinary sanction	Same day
Oct. 10	39	Other: two children forgotten at school	The attendant forgot two children at school	Disciplinary sanction	Same day
Oct. 14	46	Other: the attendant let one child get off without giving him to her a/yi	The a/yi was in sight. The attendant did not give him directly to her	Disciplinary sanction	Following day
Nov. 1	44	Other: no one to pick up one child	The parents were not at the bus stop. The child was brought back to school	Protection of the pupil, until his parents answered the phone	Same day
Nov. 14	32	Delay	The driver was absent and did not inform the school. The bus arrived before 8am, though	Formal complaint to the bus company	Following day
Nov. 16	10	Breakdown	The bus starting emitting white smoke (outside) upon arrival to school, due to a technical problem	Request for quick repair	Same day
Nov. 16	44	Other: the attendant forgot children at school	The bus was very near and went back to pick up the children	Disciplinary sanction	Same day
Nov. 23	26	Accident. Light scratch	The bus was hit by a car on the back, without anybody hurt. The car driver took full responsibility. The children were transferred to another bus while the police took the accident in charge	Report	Same day
Nov. 22	24	Other: one child seemingly crossed the road alone	The driver parked on the wrong side of the road and the attendant seemingly let the child cross without assistance	Disciplinary sanction	Following day



Pupils' representatives point out that delays have been more numerous than announced. A problem is reporting is put into light. Indeed, if serious incidents such as accidents or breakdowns are obviously accurately reported, an effort is to be done regarding reporting delays. LFS and DSS bus service commits to put tools in place, to report accurately in the future.

A centralized reporting system is requested by LFS teachers representatives, as to track requests and make sure that they are properly answered.

5. Satisfaction survey

SATISFACTION SURVEY LFS:

Survey conducted in Nov. to Dec. 2016, at the request of the LFS Board, to assess the general satisfaction of the transportation service and identify clear points of improvement.

3 parts		
General perception of the service	Good points and improvements	General additional information



Upon request from the its Board, LFS is conducting a satisfaction survey until Dec. 12, 2016, to assess the general satisfaction of the transportation service and identify points of improvement. LFS teachers representatives note that they would like all kinds of users to be surveyed, including the population that does not take the bus, as to gather additional data, from LFS as well as DSS sides. Since the abovementioned survey has applied to LFS only, it is the sole decision of DSS to launch a similar one or not.

6. Overview of the training actions from Sept. to Dec. 2016

OVERVIEW OF THE TRAINING ACTIONS SEPT.-DEC. 2016:

When?	Who?	What?
Sept. 2016	Attendants Drivers	General overview of the service Special reminder on the quality of the service
Nov. 2016	Attendants Drivers	General overview of the service Special reminder on emergency procedures

7. Overview of the ongoing monitoring system pilot project

BUS MONITORING PILOT PROJECT:

Mains areas of concern:

- Vehicles tracking (routes, times, speed);
- Students monitoring (position on the line);
- Checkin/checkout process (at departure times);
- Anticipation of the times when buses arrive at stations;
- Direct communication with parents (about traffic conditions, technical problems, etc.).

Proposed solution:

- Testing a bus monitoring/tracking system, working with a common phone app, shared by administrators/users.

MAIN AREAS OF IMPROVEMENT EXPECTED:

Improvement of operations:

- Monitoring of all users in real-time;
- Monitoring of all parameters of route and speed in real-time;
- Monitoring of occupation rates in real-time;
- Monitoring of possible freeloaders.

Improvement of service:

- Monitoring of the checkin/checkout process;
- Monitoring of the bus position on the line;
- Communication with different users/administrators.

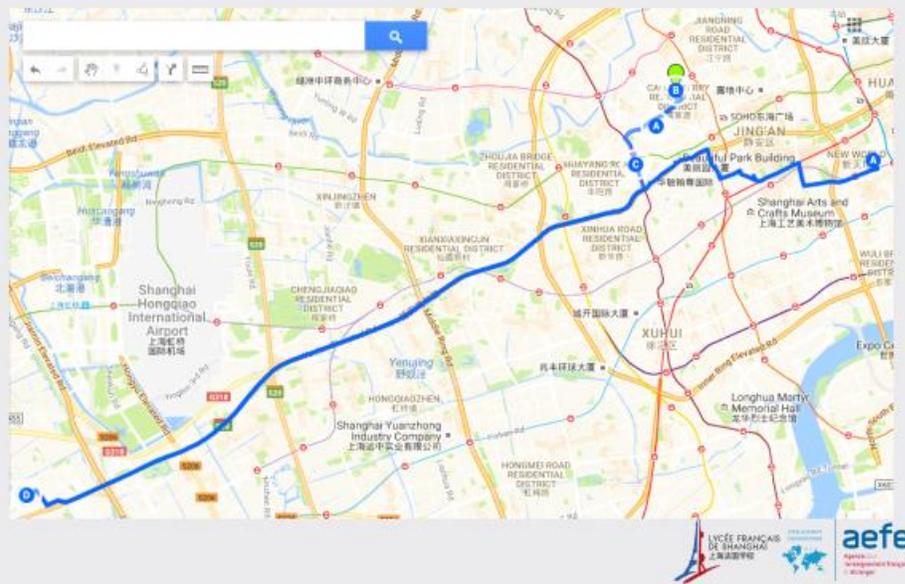


MAIN PROJECT DATA:

- 2 lines tested (3 and 39/44) simultaneously, with 2 supplier companies, until Dec. 16, 2016;
- Specificities:
 - Lines with constraints:
 - High number of users;
 - Line 44 takes line 39 on Wednesday And Friday afternoon;
 - LFS and DSS pupils numbers are almost equal;
- Arrivals everyday before 8am;
- Departures everyday at 3pm and 5pm, plus 12:30pm on Wednesday and Friday;
- Number of LFS/DSS students involved: around 45 per line.



OVERVIEW OF THE LINES:



OVERVIEW OF THE ONGOING MONITORING SYSTEM PILOT PROJECT:

Who?	Why?	What?
<p>Two companies providing monitoring apps</p> <p>One is currently working with Shanghai American School, who has roughly the same number of lines (per campus) and the same supplier as Eurocampus</p>	<p>Improve the location of children on board</p> <p>Improve the communication with the parents</p> <p>Reduce waiting times at drop off points, especially in bad weather conditions</p>	<p>An iPhone/Android app, that parents and ays can share, allowing to monitor buses around the city</p> <p>An admin interface, enabling to monitor and pilot the whole fleet: location, departure and arrival times, filling rate, attendance, overspeed reports, messaging, etc.</p>

8. Other projects and actions

OTHER PROJECTS AND ACTIONS:

- Desinfection of the whole fleet during the hand-mouth-foot disease outbreaks (Oct. 2016)
- Study of the network density in French Concession, at the LFS Board request



9. Q&A:

- a. **Mahsa Imani: “Most of the problems occur when regular bus attendant are replaced by others. What can we do to improve on that point?”**

Fabrice Fröhlig/James Qu: Agreed. A better reporting from Donghu is to be put in place, so that this point can improve. It can happen that attendants are absent, but the schools have to be informed, so that more attention can be put on these lines, and parents can be notified. LFS and DSS transportation services will work in that direction.

Also, bus attendants should always make sure that pupils wear belts.

- b. **Mathieu Gillin: “Could we organize a security drill for the buses?”**

James Qu: It is a good idea. A good approach would be to liaise with Vie Scolaire, on the LFS side.

Maria Schmidt: It might not be a good idea. Indeed, such drills scare smaller kids. The only direction they should have would be to follow the attendant, qualified to take action.

- c. **Christine Leang: “What are the needs to create a stop?”**

Fabrice Fröhlig: Several points have to be considered. Among others: legality, security, potential detours, filling rate of the bus, impact on others, and potential

price increases. It is highlighted that price increases are to be validated to LFS and/or DSS Boards.

LFS teachers representatives note that optimizing routes according to the families' addresses is an urgent matter, and suggest that decisions are done automatically by computer, ruling out "human decision".

A clarification work is to be done on that point.

d. Emilie Lacoste: "Can we add one stop on Huaihai Lu?"

James Qu: The matter has already been discussed. Discussions on specific requests can be done after the committee meeting.

e. Julien Bares: "Do you answer all questions? We have reports that some requests are being forgotten."

James Qu: We answer all requests, although not positively to 100%.

Ludovic Chikli: We are working on a better reporting of requests, as to track the requests and their outcomes on the long run.

f. Mahsa Imani: "Sometimes, some buses fusion into one, leading to security problems. How comes?"

Fabrice Fröhlig: This situation is known in the case of buses 39 and 44, that have been regularly operating that way at 12:30pm departures on Wed. and Fri. for a long time. However, transferring pupils outside of the school lanes and other fusions are unacceptable. Proper complaints will be given to the company, to make sure that the situation changes.

g. Esther Devillers is finally reporting that buses leave too early at 5pm. The time should be 5:05pm, but some depart at 5:03pm.

Fabrice Fröhlig: We will see the supplier and make sure to improve on these points. Also, this point is to be mentioned by M. Houille, the LFS Headmaster, during the coming works of LFS "Projet d'établissement", to create a comfortable situation for everyone.

The next meeting is set for May/June 2016. The date will be confirmed later.