

Transportation committee

Meeting minutes

Date: Mar. 2, 2017

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
Cynthia Orsa, Primaire Vie Scolaire, LFS
Robin Saby, Parents Representative, LFS
Sandrine Dransart, 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

Tino Stöveken, Head of Administration, DSS
Christoph Waldhuber, Vice Head of Corricular Activities (DSS)
Ms. Weiss, Parents Representative (DSS)
Ms. Kaiser, Parents Representative (DSS)

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

Absent: Samuel Jourdan, Head of Secondary, LFS
Julien Bares, Parents Representative, LFS

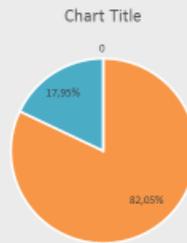
Agenda:

1. Overview of the LFS satisfaction survey of Dec. 2016
2. Update on security matters
3. New reporting tools and reports from Dec. To Mar. 2017
4. Optimization of the network
5. Rules to create assembly points
6. Bus monitoring system
7. Q&A

Development:

1. **Overview of the LFS satisfaction survey of Dec. 2016**

OVERVIEW OF THE LFS SATISFACTION SURVEY (EUROCAMPUS):



• Satisfied or very satisfied
 • Somewhat satisfied or dissatisfied
 • No answer

Main strong points:	Points to improve:
Punctuality at departures (mentioned 76 times, 92,5% are satisfied or very satisfied).	Safety (mentioned 36 times).
Proximity of the assembly point on the morning (mentioned 75 times).	Others. Mainly: cleanliness of the vehicle, attitude of the attendants and drivers (not very polite), distance to home on return trips, long return trips.



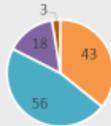
OVERVIEW OF THE LFS SATISFACTION SURVEY (EUROCAMPUS):

	Satisfied or very satisfied	Somewhat satisfied or dissatisfied	No answer
Overall quality of the service	82%	18%	0%
Overall safety level	73%	25%	2%
Driver	59%	24%	17%
Action and attitude of the attendant	65%	26%	9%
Punctuality at assembly point (morning pickup)	92,5%	7,5%	0%
Punctuality upon arrival at school (morning)	75%	13%	12%
Vehicles cleanliness	76%	20%	4%



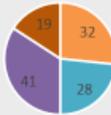
OVERVIEW OF THE LFS SATISFACTION SURVEY (EUROCAMPUS):

Commuting time from assembly point to school (morning)



■ Less than 30 min. ■ Between 30 and 45 min. ■ Between 45 min. and 1 hour ■ More than 1 hour

Commuting time from school to home (evening)



■ Less than 30 min. ■ Between 30 and 45 min. ■ Between 45 min. and 1 hour ■ More than 1 hour



Conclusions:

- Globally satisfied or very satisfied respondents;
- Interesting to improve our service, according to parents an pupils' needs.

At this point, several opinions are formulated.

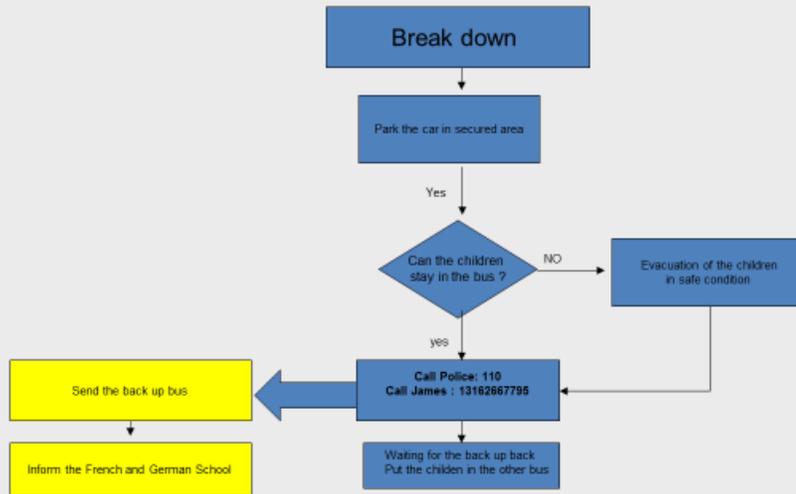
One of them, regarding the lower satisfaction rate of crews, is that attendants need more training. This is noted and forwarded to the transportation supplier.

Fabrice Fröhlig also adds one remark about a question asked in the past, regarding the general satisfaction of the transportation service: is it possible to lower pollution levels onboard, by equipping the vehicles with pollution filters, as done by the French school in Beijing? After investigating, it appears that there is no such system, but that the normal ventilation lowers the PM2.5 levels. After conducting tests, it appears that roughly 20 points are gained after 10 minutes. It is thus recommended to drivers to turn on the ventilation on polluted days.

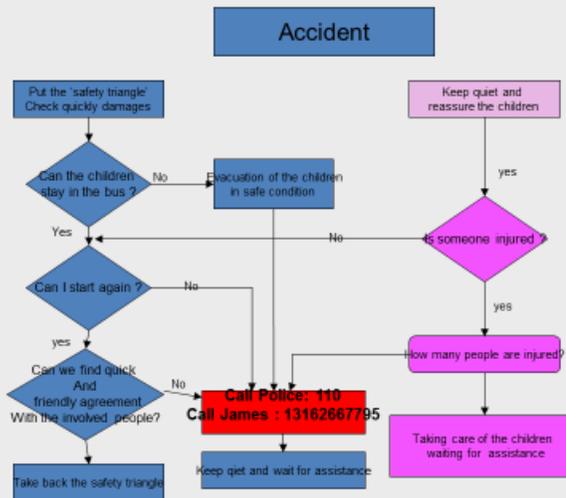
2. Update on security matters

This emergency procedures are common for both schools.

EMERGENCY EVACUATION PROCESS:



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Fabrice Fröhlig notes that an emergency training, requested for a long time, has been approved and is under way for LFS. It is planned to train pupils before the end of the school year, and do it at every start of the school year. The program should be the same for DSS.

Robin Saby, Mahsa Imani and Esther Devillers note that older pupils could be train to take charge, in case of an emergency. This is noted.

Robin Saby asks who will take charge of evacuation trainings. Several actors of the transportation system should be included: the school employees, as well as the local authorities. Mr. Saby also requests that the evacuation times are recorded, in order to monitor the performance. This is noted and will be done.

3. New reporting tools and reports from Dec. To Mar. 2017

NEW REPORTING TOOLS AND REPORTS:

Tool:	Status:	School:	Goal:
Incident report chart.	Existing	LFS and DSS	Follow the safety and reliability of the transportation system.
Request report chart.	New	LFS and DSS	Follow the number of requests and the outcomes given by the transportation dept.
Discipline report chart.	New	LFS	Follow disciplinary action taken by the school towards unruly pupils.

Both are managed and filled up by the Bus Manager.



INCIDENT REPORT DEC. '16 TO FEB. '17

	Dec. '16	Jan. '17	Feb. '17
Light accidents	1	0	0
Technical failures	0	4	3
Other	0	0	3

4. Update of assembly points and optimization of the network

OPTIMIZATION OF THE ROUTES:

Contacts have been taken, and the technical aspects are being studied. → Waiting for the proposal details.

5. Rules to create assembly points

RULES TO ADD ASSEMBLY POINTS:

Questions to consider:	Check
Is it legal to stop there? (requested stops have to be registered at the Shanghai traffic bureau, and permissions are given every 2 months)	
Are there enough seats?	
Does the potential stop meet the basic security requirements (no scooter lane, etc.)?	
Is the requested stop on the line? Does it imply big deviations on the normal route?	
Does it enable the bus to arrive to school on time or make the trip much longer, in the worst weather conditions? Does it enable the bus to be on time for the next rotation, in the worst weather conditions?	
Does the potential stop meet the basic security requirements (no scooter lane, etc.)?	
Can the bus fit into the street?	
Does the change imply a price increase?	
Does it have a significant impact on others?	

Lines (submitted to the French and German Boards):
Meet the preceding criteria, with a filling rate of at least 75%.



Christine Leang asks if it would be possible to add stops without considering rotations (i.e. the fact that 3pm buses have to be back at school at 5pm to pick up other pupils). Unfortunately, this is not possible if we are to provide a service at the current price.

6. Bus monitoring system

BUS MONITORING (PILOT PROJECT):

Purpose: testing a monitoring system working with a common phone app, shared by administrators and users.

Main areas of concern:	Improvements offered by the system:
Vehicle tracking (routes, times, speed)	Real-time speed, delay, routes
Students monitoring	Real-time position on the line
Check-in/check-out process	Up to date lists of who in on the bus, and kind spotting of possible « freeloaders »
Anticipation of arrival times	Easier and precise pick-up times
Direct communication with parents (about traffic conditions, technical problems, etc.)	Improved answer given to parents by the school
Data base (students addresses, occupancy rates, etc.)	Improvement of bus cost by optimization of bus lines

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SATISFACTION SURVEY:

Following the project, a satisfaction survey was sent to the parents of the 2 test lines (roughly 90 people, with a feedback from about 20 of them).

	I agree	I do not agree	No answer
The app is useful	68,75%	25,00%*	6,25%
It makes me more confident about the safety of my children	68,75%	25,00%	6,25%
The app is user-friendly	75,00%	18,75%	6,25%
My family ayi can use the app easily	31,25%	0,00%	68,75%
Thanks to the app, the time of arrival is more precise	56,25%	37,50%	6,25%
I would be ready to pay an additional fee to use the app permanently	25,00%	62,50%	12,50%

* 91% of surveyed users with young pupils (elementary school) have a positive feedback about the app.

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Robin Saby notes that the app could be more useful to parents leaving far from the school. This raises the question of delimitating different zones, and paying accordingly. This is noted, but is ultimately a Euroboard decision.

IN ADDITION:

Action taken/in progress:	Goal:
Proposition of update of the LFS website Q&A page.	To provide information in a centralized way, as to avoid problems, such as parents taking the bus.
Checking if the current network can be linked to the new line 71.	To provide a better and more flexible service to users.

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7. Q&A

- a. **Esther Devillers: “Can the LFS OIB students have a bus going to the French concession at 6:30pm?”**

Fabrice Fröhlig: Question noted. This will be studied.

- b. **Mahsa Imani: “The driver of bus 44 has gathered negative feedback lately. What are the schools doing regarding her case?”**

Fabrice Fröhlig: Her attitude has been reported, and she has been called for a formal interview. A joint written complaint has been sent to the supplier by LFS and DSS.

- c. **Esther Devillers: “Can the buses at 5pm avoid leaving too early?”**

James Qu: This should have been mended and improved. We will continue to make sure that buses leave sharply at 5:05pm.

- d. **Esther Devillers: “Can we have an attendant of the month?”**

Fabrice Fröhlig: Noted.

The next meeting is set for May/June 2017. The date will be confirmed ASAP.

