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Meeting minutes

1. Time: Nov. 03, 2020, 3:30pm to 5pm
2. Present:
 - LFS:
 - Ms. Masson-Dellys, COO
 - Ms. Macaux, Director of Primary School
 - Mr. Lanzi, Education Counsellor
 - Ms. Châteaux-Glackin, Staff Representative
 - Ms. Clément, Staff Representative
 - Mr. Drouin, Parent Representative
 - Ms. Lédé, Parent Representative
 - Ms. Chen, Students Representative
 - Ms. Augereau, Students Representative
 - Ms. Wyrebski, Students Representative
 - Mr. Fröhlig, Support Services Manager (reporting)
 - DSS:
 - Mr. Baars, Head of Administration
 - Ms. Kaiser, Parents Representative
 - Mr. Wolf, Yangpu Parents Representative (invited by DSS)
 - DSS Students Representative
 - Common team:
 - Mr. Qu, Bus Manager for Eurocampus
3. Absents excused:
 - LFS:
 - Mr. Du Fayet De La Tour, Vice Headmaster
 - Ms. Yang, Vie Scolaire of Primary
4. Agenda:

AGENDA

1. Committee regulations
2. Introduction of the supplier
3. Key figures
4. Operational figures
5. Trainings
6. Update of projects
7. Bus project 2021
8. Q&A

5. Development:

1 Presentation of the Committee regulations:

1. COMMITTEE REGULATIONS

- **Definitions:** determine the main items
- **Purpose:** determine the purpose of the Committee
- **Limits of scope:** determine the nature of the Committees
- **Composition:** determine the composition of the Committees
- **Process to define the committee members for LFS:** determine the process to select the members
- **Timeframe:** determine the frequency of the committee meetings
- **Administrative organization:** determine the organization of the committee
- **Communication:** describe the communication channel
- **Working language:** about the way to communicate

A draft of updated committee regulations is under review. Once agreed on at LFS, it will be sent to DSS for approval, as well as to the members of the Transportation Committee for information.


After the abovementioned titles, it will enable to precisely state the organization and rules of that Eurocampus Committee – which is, for LFS, not framed by any official AEFÉ article.

2. Introduction of Donghu and the school transportation service:

2. INTRODUCTION OF THE SUPPLIER:



Supplier	Donghu Bus Company
Commercial description	SOE (state owned company)
Number of vehicles for the EC QP	50 vehicles (46 student lines + 4 staff lines)
Internal organization at EC	Operating in QP & YP Shared with DSS on both sites
Renewal	Renewal of the partnership in 2019, following a complete bidding process
Crew per line	1 driver 1 or 2 attendants All hired by the supplier
Other clients	Concordia Shanghai Korean School

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3/ Key figures of the Bus Service:

3. KEY FIGURES:

Indicators – Oct. 30, 2020	Key figures
Number of students taking the bus (LFS + DSS)	1033 (644 LFS % + 389 DSS %) @ LFS, 66% of the students use the bus
Number of vehicles	46 student lines 4 staff lines
Number of bus lines in the morning (student lines + staff lines)	50
Number of bus lines at 5:05pm	20 student lines 4 staff lines
Number of bus lines after 5pm	3 student LFS lines 1 staff line
Number of bus assembly points in the morning	125
Filling rate (Serviceable seats with all remaining seats available)	68%
Filling rate (Serviceable seats with strict application of the bus rule)	78%
Number of kilometers performed per day by all lines	ca. 1870Km/day

Reminders about the Bus Rules:

- Staff have to yield their seats to students.
- The Bus Rules for seating order apply mainly to primary students

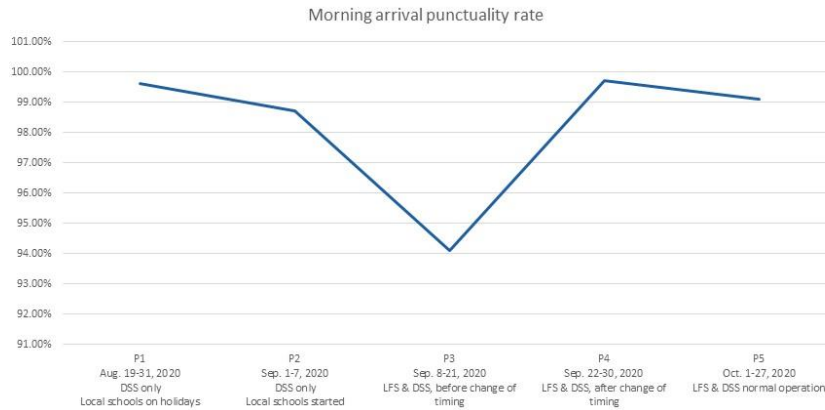
1) Operational figures and incidents report:

4. OPERATIONAL FIGURES & INCIDENTS REPORT:

	September 2020	October 2020
Accidents	0	0
Light accident (scratches)	1	0
Technical failures	0	0
Others (abnormal incident)	3	0
Discipline official exclusions	0	1 temporary exclusion

4. OPERATIONAL FIGURES & PUNCTUALITY:

Special constraints have impacted the Qingpu Eurocampus operation this school year. Punctuality was impacted.



Other dates:

- Sep. 23, 2020: meeting with the police to report the traffic issue around the campus & request help.
- Sep. 24, 2020: meeting with the supplier to explore options to improve the traffic around the campus.

Action was taken promptly to improve the situation, and have the punctuality rate go back to normal within 2 weeks after the start of school.


2) Trainings:

5. TRAININGS:

Date:	Population:	Topic:	Notes:
Aug. 13, 2020	Drivers & Attendants	Start of school training: training of new staff, general reminder of processes & expectations	Took place outside of school, due to COVID restrictions
Sep. 4, 2020	Attendants	LFS start of school training: reminder of processes & expectations, refresher on the APP usage (general usage)	APP training done by the APP supplier
Oct. 14, 2020	Attendants	Routine training: feedback on incidents, refresher on the APP usage (discipline reports)	APP training done by the APP supplier
Oct. 28, 2020	Drivers	Routine training: feedback on incidents, reminder of the expectations from the schools	

In preparation: safety training at LFS Primary School.

As to bring the supplier up to the standard of an international school, a constant training work with the bus crews is done: outside of special times (start of school, etc.) a monthly meeting takes place.

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3) Update of projects

6. UPDATE OF PROJECTS:



1. **Development** of the Bus Rules & integration of the registration process of LFS
2. **Addition** of line 120 at 5:05pm, to go downtown (small lanes)
3. **Rearrangement** of the evening lines: removal of 6pm lines, due to poor filling rate
4. **Cooperation** with the local police, to try to improve the situation of traffic around the Eurocampus
5. **Development** of the APP, to included discipline reports
6. **Monitoring** of the COVID processes



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6. UPDATE OF PROJECTS:



LFS- DSS YP-DSSQP - BUS PROJECT

The goal of this project is the following:

- Have a vision of the bus service in other international schools (Benchmarking)
- Assess the level of satisfaction of families regarding the bus service currently offered
- Know the expectations of families in order if necessary to adapt our service
- Know the expectations of the staff of the LFS/DSS at the level of the bus service


To be able to analyze these points, we have set up 3 different surveys that address each of the points:

- Staff survey (already sent to LFS staff – will be done in DSS beginning november)
- International school survey (Already sent to schools)
- Family survey (Not yet sent – LFS)



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Led closely with the parents representatives, the bus project is to assess the satisfaction of the service, and explore potential new ways to adapt and improve.

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4) Bus project 2021

7. BUS PROJECT 2021:



Planning of the family project:

- Final objective of the survey : to know LFS/DSS parents' opinion about the bus service on both campuses and to see if there are majors changes needed .
- Clarifying that each improvement may cost money also and lead to bus fees increase.
- Improvements : decision in march 2021 - implementation in September 2021.

The planning and steps of the project are:

SURVEYS

- Family survey : launched in November with a 2 weeks time for LFS/DSS parents to answer (closing : end of November)
- Staff survey and benchmarking survey will be closed mid November

ANALYSIS

- analysis of the results with our 2 DSS partners / results will be shared with the transport committees

ACTION PLANS

- The bus teams will works on improvement solutions (technical, legal, financial impacts to be defined)
- Those propositions will have to be presented to the LFS and DSS boards, then the Euro-board LFS/DSS
- The deadline is : march 2021, modifications, improvements have to be clearly known in order launch the modification of the fleet and the bus licensing if needed



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6. Q&A:

a. **Parents representatives: Is it possible to get into compounds?**

LFS:

The fleet **avoids** going into compounds, for the following reasons:


- Increased safety risk: no traffic lights with little/no zebra, little/no traffic regulations, car parkings, narrow lanes, low visibility, risk of scratching the buses in narrow gates.
- Time-consuming.
- Little/no space for parking and/or doing U-turns.
- Compounds unwilling to let buses in, esp. big ones.
- Existence of tensions between families within compounds for getting the Assembly Point closer to their homes.
- Constraint to not cross a compound, for license reasons.

While some lines still go into big compounds today, the transportation dept. is working on this and refraining to creating new ones if the line is already optimized and safe. At 6:40pm, going into compounds would make children on the next stops much too late.

b. **Parents representatives: The attendant of bus 5 does not reply to messages on the APP. Could the attendants be trained or the functionality removed?**

LFS:

This point was raised at the last training. We will continue to work on it and remind specifically to this attendant of bus 5 that she has to pay more attention to replying.

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- c. **Parents representatives:** **Can we improve the customer service and be more flexible on special requests? Indeed, the bus department is quite inflexible, while the criteria to locate Assembly Points are quite opaque.**

- LFS:** Communication with the transportation dept. is being improved on LFS side by:
- Channelling of e-mails under bus.qingpu@lyceeshanghai.com (managed by several persons) and policy to reply within 5 days.
 - Presence of a part-time assistant to manage special cases. On the common LFS/DSS side, a project to add staff to the team is being studied.
 - Concerning rules, there is a strong limit to how flexible we can be:
 - The authorities are getting more and more strict on the traffic rules (yellow lines, cameras, etc.).
 - The presence of the traffic police has increased, and all licensing rules must be respected.
 - The Schools now have 2 campuses, which must have the same clear rules. Hence the Bus Rules.
 - The Bus Manager is following the rules of the Schools. The rules to create Assembly Points are clearly state

Ref: Bus Regulations, June 30, 2020 v.2:

7.4. Creation of Assembly Points

As agreed by the Euroboard (official decision committee for both Eurocampuses), the conditions that need to be met to create an Assembly Point are as follows. All conditions without exceptions have to be met to create an Assembly Point.


	Conditions	Check
1	SAFETY: Does the Assembly Point meet basic security requirements (no scooter lane to cross, no need to further cross a road, no need to cross many lanes to go the Assembly Point, etc.)?	✓
2	LEGALITY: Is the Assembly Point legal (authorized temporary parking, no yellow lines, right to enter a residence, etc.)?	✓
3	PRACTICALITY A: Can the bus fit into the street (no low tree branches in narrow lanes, etc.)?	✓
4	PRACTICALITY B: Is the Assembly Point within the network, and does not imply a major detour or impact on a normal route?	✓
5	TIMING A: Does the Assembly Point enable the bus to arrive at school on time on the morning, <i>in normal weather conditions</i> ? Does it enable the bus to arrive on time for the next afternoon rotation, <i>in normal weather conditions</i> ?	✓
6	TIMING B: Can the Eurocampus of destination be reached within 70 minutes in the morning, <i>in normal weather conditions</i> ?	✓

- d. **Parents representatives:** **The attendant of bus 5 is stressful on mornings. She talks loudly and makes comments on the clothing of children. Can this person be trained further?**

LFS: We will meet this attendant for a meeting to discuss with her.

- e. **Parents representatives:** **Can there be rules for the following?**

- LFS:**
- a) **Clear rules for the placement of Assembly Points.**
They are in the Bus Regulations and parents are supposed to confirm that they accept them upon registration.
Bus Regulations are permanently accessible online.
 - b) **Clear bus times schedule & bus maps.**
All the information is available at all times on the web page of LFS.

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f. **Parents representatives:** **Why do all families pay the same amount of bus fees, regardless of the distance?**

LFS: This policy is decided by the LFS/DSS boards.
The bus project will assess the need to review or not the situation, it is one of the questions of the family survey.

7. Next meeting:

The **tentative** proposed date for the next meeting is: Mar. 10, 2021, at 9:45am,
Other meetings will take place within the bus project.