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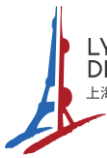
Meeting minutes

1. Time: October 30, 2020, 9:30am to 11:00am

2. Present:
 - LFS:
 - Ms. Masson-Dellys, Chief Operating Officer
 - Ms. Guitton, Deputy Headmaster
 - Mr. Keller, Director of Primary School
 - Ms. Delacoussaye, Secondary School Life Assistant
 - Ms. Fournier, Staff Representative
 - Ms. Li, Staff Representative
 - Ms. Kriz, Parent Representative
 - Ms. Dubroeuq, Parent Representative
 - Ms. Gratton, Student Representative
 - Mr. Zahnoun, Student Representative
 - Mr. Bonga, Support Services Manager (reporting)
 - DSS:
 - Mr. Wolf, Parent Representative
 - Common team:
 - Mr. Xu, Bus Manager for Eurocampus
 - Mr. Liu, Vice CEO of Donghu Company

3. Absents excused:
 - LFS:
 - Ms. Grata, Parent Representative
 - Ms. Zhang, Students Representative
 - DSS:
 - Mr. Holger, Head of Administration

4. Agenda of the committee meeting:
 - Committee regulations
 - Transportation Service organization – Yangpu Eurocampus
 - Introduction of the supplier Donghu
 - Main indicators of the Bus Service
 - Operational indicators of the YP Bus Service
 - Training on safety & behaviour
 - Bus Service improvements
 - Bus projects and survey
 - Q&A

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5. Development:

1) Presentation of the committee regulations:

1. COMMITTEE REGULATIONS

- **Definitions:** define the participants of the Committee
- **Goal:** Define the goal of the Committee
- **Limits of scope:** define the nature of the Committee
- **Composition:** define the composition of the Committee
- **Process to define the committee members for LFS:** define the process to select the members
- **Timeframe:** describe the frequency of the committee meetings
- **Administrative organization:** define the organization of the committee
- **Communication:** describe the communication channel

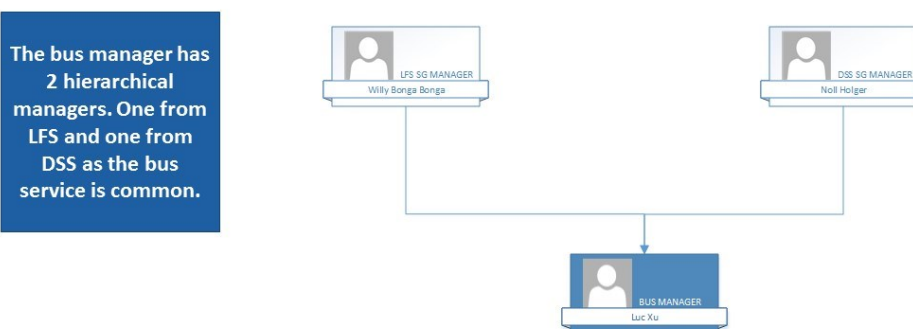


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A draft of updated committee regulations is under review. This draft is discussing now with the DSS on both campuses and will be send after to the members of the Transportation Committee for information. After the abovementioned titles, it will enable 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 the transportation service organization of Yangpu Eurocampus:

2. TRANSPORT SERVICE ORGANIZATION – YANGPU EURO CAMPUS




transport.yangpu@lyceeshanghai.com



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The bus manager has 2 hierarchical managers as he is managing by both LFS and DSS schools. Both schools managers are working together in order to have one direction given to the bus manager.

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BUS

3) Introduction of the supplier:

3. INTRODUCTION OF THE SUPPLIER:



Supplier	Donghu Bus Company
Commercial description	SOE (state owned company)
Number of vehicles for the EC YP	44 vehicles (39 student lines + 4 staff lines + 1 backup)
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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4) Main indicator of the Bus Service:

4. MAIN INDICATORS OF THE BUS SERVICE

Indicators	Key figures
Number of students taking the bus (LFS + DSS)	720
Number of buses	44
Number of bus lines in the morning	39
Number of bus lines after 5pm	18
Number of staff bus lines	4
Number of bus assembly points in the morning	161
Filling rate (Serviceable seats with all remaining seats available)	64%
Filling rate (Serviceable seats with strict application of the bus rule)	71%
Number of KM performed per day by all lines	2168km



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Main indicators of the bus service were presented during the meeting.

Bus Rules were reminded:

- Staff must yield their seats to students, students are managing in priority in the school buses,
- The Bus Rules for seating order apply mainly to primary students

5) Operational indicators of the Yangpu Bus Service:

5. OPERATIONAL INDICATORS OF THE YP BUS SERVICE

PUNCTUALITY REPORT (SEPTEMBER-OCTOBER 2020)

Months	Number of trips (morning)	Punctuality rate
September 2020	663	95.4%
October 2020	663	98.6%

Source: Transun bus monitoring app

Schedule up-date Sept.15

- 10 lines reaching school just on time or late
- Stops schedule modified by departing early (5-8min)
- Punctuality jumped from 95.4% to 99%.

Return journey average

- Journey average time in September: 1 hour to 1h45 to downtown
Maximum have been recorded over 2 hour on September 21.
- Journey average time in October: 1 hour to 1h30 to downtown (conform to time table).

Main operational indicators of the Yangpu Bus Service were presented.

Information about the punctuality rate was presented.

LFS confirm that 2 new school buses will be added in the fleet on January for the concession area, the process is in progress, quite a long process with the shmec and the traffic police.

5. OPERATIONAL INDICATORS OF THE YP BUS SERVICE

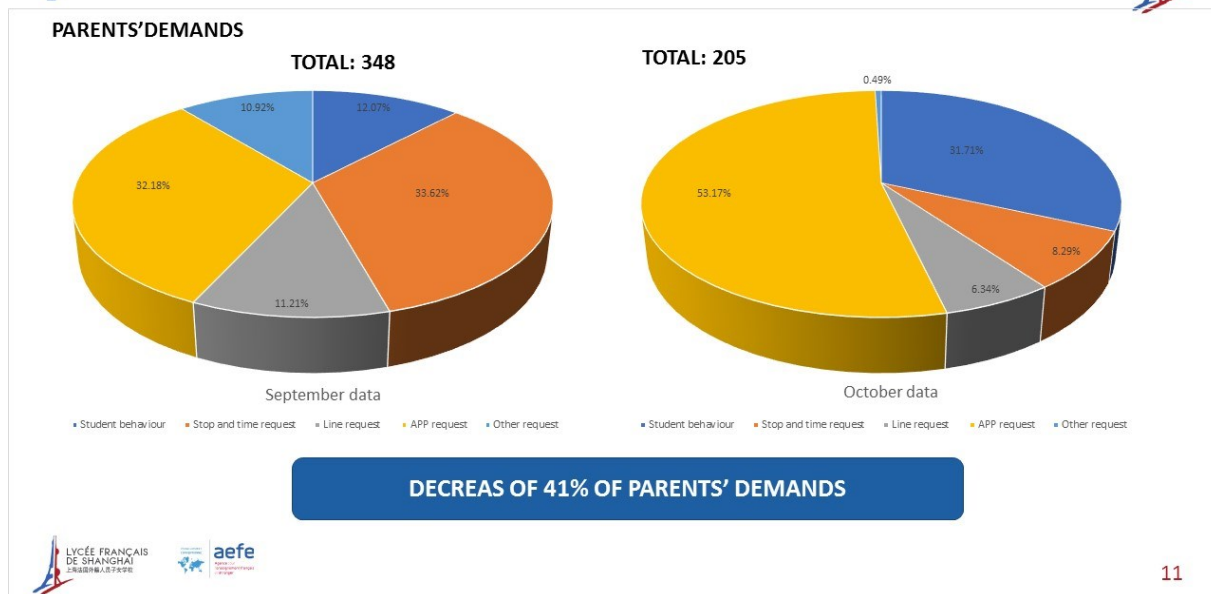
INCIDENT REPORT (SEPTEMBER-OCTOBER 2020)

	September	October
Accidents	0	0
Light accident (scratches)	2	1
Technical failures	2	1
Others (abnormal incident)	2	0

Operational indicators about accidents and bus maintenance were presented.

There was no major accident since the beginning of the school year.

5. OPERATIONAL INDICATORS OF THE YP BUS SERVICE



Parent's demands have decreased by 41%. The main reasons at the school start was the functionality of the Transun app and the second was the change of assembly points and time of departure in the morning.

Nowadays the main reasons are still assembly stops and time and the second the student's behavior. The bus manager is managing the bus mailing box every day and is also answering every day.

6) Trainings:

6. TRAINING ON SAFETY & BEHAVIOUR

BUS TRAINING

Staff - DONE	Staff - TO BE DONE
4 th October	2 nd November
11 th October	9 th November
18 th October	16 th November
25 th October	23 rd November

LFS STUDENT TRAINING FROM NOV.9 TO NOV.13

To Primary & Secondary student :

- Bus rules and behavior
- Safety and danger
- Evacuation drill

Formation au Transport scolaire
LYCÉE FRANÇAIS DE SHANGHAI
上海法国学校

POURQUOI ÉVACUER
Le personnel de bord apprécie l'urgence

URGENCE RELATIVE

- Une Panne
- Un Défaillance
- Un Embouteillage
- ...

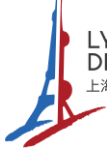
URGENCE ABSOLUE

Je mets toujours ma ceinture

La sécurité dans le bus

LYCÉE FRANÇAIS DE SHANGHAI / aefe

Regarding the student's behavior, we have planned several trainings for students. All classes will have this training. On top of that bus assistants and drivers are having monthly training to learn how to deal with students.

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BUS

7) Bus Service improvements:

7. BUS SERVICE IMPROVEMENTS



UPDATE OF THE 2020-2021 BUS MAP : NEXT STEPS & DATES IN THE PROCESS

- **Observation:**
 - Families are more likely living in downtown compared to Qingpu Campus. 12 families with 18 students settled in Downtown in October 2020.
 - From 6 Lines in Downtown in September, this number shall increase to have flexibility for new students
 - Student from secondary are willing to take metro at 4pm & 5pm. (Project ongoing, waiting DSS's reply)
- **Next steps:**
 - November: increase of the fleet with a total of 40 véhicules (+1 bus)
 - November: increase of convenience with a shuttle bus to metro station.
 - December or January: increase of the fleet with a total of 41 véhicules. (+1 bus)
 - we will use this opportunity to reshuffle bus route in downtown



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8) Bus projects and survey:

8. BUS PROJECTS AND SURVEY



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 parent's representatives, the bus project is to assess the satisfaction of the service and explore potential new ways to adapt and improve this bus service for our families.

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8. BUS PROJECTS AND SURVEY



Planning of family project

What is important to know is the final objective of the survey. We want to know LFS/DSS parents' opinion about the bus service on both campuses and see if there are majors changes needed. Parents must understand that each improvement may cost also and leads to bus fees increase. If some improvement are decided, they will be implemented in September 2021.

The planning and steps of the project are the followings:

- The family survey will be launched in November with a 2 weeks time for LFS/DSS parents to answer (the goal is to close the for the latest end of November)
- Staff survey and benchmarking survey will be closed mid November
- After we have to plan the analysis of the results with our 2 DSS partners,
- The family survey results will be shared with the transport committees
- 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 board, to 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



Titre de la présentation / Title of the presentation

15

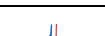
The bus project and the different steps have been explained to all the members, this project is on both campuses for both LFS/DSS schools.

6. Q&A:

Question on Bus App:

- a. Parent representatives: In the bus regulation, paragraph 9.3.3, Parents representatives of transportation committee have requested an update of all documents on LFS website in order to reduce confusion by parents.

LFS: Thanks for the remarks, those documents will be updated in the coming days, departure time will be updated next week.

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- b. Parent representatives:** The bus app is not always efficient or not always properly used. We have several examples and we already sent them to you (bus 4Y, bus205Y). Parents representatives of transportation committee also highly recommend continuing improving bus app use (for example by re-explaining to the bus assistant's how and when to badge the children).

LFS: We are doing training frequently. For both assistants and drivers. To improve we will also try to change the mobile phone as some of them are old, if the experimentation is ok, we will change all old phones. We will also make a one-week tracking of children's badging; this will help to see which assistant need a reminder.

Question on Communication – Website:

- c. Parent representatives:** On the new website there was first no minutes of Transportation committee from last years. Parents representatives of transportation committee asked for those minutes to be added. Now, there are only 3 documents related to Yangpu transportation committee:
May LFS please add reports from last years, as it was on previous website?

LFS: Yes, this has been requested to the communication service, it will be posted next week latest.

- d. Parent representatives:** There are still emails related to Parental waiver with no answer. But it says, on parental waiver: "We will confirm your final registration and the starting date of the service by email. We do not guarantee that the service will start immediately". So, answer is needed. May LFS please respond?

LFS: Since mid-September, all mails are systematically answered. We must apologize regarding waivers, initially we were registering but not informing parents, we will respect our commitment. Parents will be systematically informed.

Question on bus routes – Shanghai FCC:

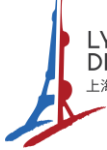
- e. Parent representatives:** Many parents living in FCC report several delays for buses to come back from school in the afternoon (especially for the bus at 5pm), comparing to estimated times.
What is LFS position on these issues?

LFS: We have already added one bus for the city center, 21 seats, start date was beginning of September. Two other buses will be also implemented for the city center, 21 seats, start date will be January 2021. We are constantly analyzing the bus conditions: as soon as there is a congestion, decisions are taken by the management.
Regarding a bus from school to subway, it is still under investigation. We need to find the appropriate licensing for this bus as for the traffic police a school bus must do a round trip (between house and School) , We are working with Donghu to find the appropriate way to put this service in place.

Question on incivilities in buses:

- f. Parent representatives:** Parents and assistant report many incivilities, insults and sometimes violence in buses.
How can we improve these issues?

LFS: A training will be given to all student (class by class) in November by the general services team (See slide trainings). The goal is to remind the behavior to have inside the bus and moreover the respect due to driver and the assistant who are there for their security. For recidivism We must work on this issue with the pedagogic team to find the appropriate way to handle this issue.

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Question on new routes of buses:

g. Parent representatives: Parents representatives of transportation committee are very pleased that a survey will be done. Could you please communicate us the schedule for the survey and the related consequences?

LFS: See the project planning

7. Next meeting:

The proposed date for the next meeting is: Mar. 23, 2021, at 9:30am.

Other meetings will take place within the bus project.