

# **Transportation committee**

## **Meeting minutes**

**Time:** Nov. 1, 2017, 9:45am-11:00am

**Present:** Mr. Chikli, COO, LFS  
Mr. Fröhlig, Support Services Manager, LFS (reporting)  
Ms. Herry, Director of School (Elementary), LFS  
Mr. Du Fayet De La Tour, Vice Headmaster (Secondary), LFS  
Ms. Benoît, Education Counselor, LFS  
Ms. Lacoste, Parents Representative, LFS  
Mr. Barès, Parents Representative, LFS  
Ms. Imani, Teachers Representative, LFS  
M. Brossaud, Teachers Representative, LFS  
Ms. Tardot, Students Representative, LFS  
  
Mr. Stöveken, Head of Administration, DSS  
Ms. Kaiser, Parents Representative, DSS  
  
Mr. Qu, Bus Manager, Eurocampus  
Mr. Dong, Site Manager, Donghu Transportation Company  
Ms. Zhang, Attendants Supervisor, Donghu Transportation Company

**Absent:** Mr. Saby, Parents Representative, LFS  
Ms. Dransart, Parents Representative, LFS

**Note:** In the absence of newly elected parents, this first committee took place with the LFS representatives of the 2016-2017 school year.

### **Agenda :**

1. Framework of the committee
2. Introduction of the supplier company
3. Updates
4. Incident report
5. Trainings
6. Q&A

### **Development:**

1. **Framework of the committee:**

## FRAMEWORK (1/2):

**The Committee meets to inform its members of the works in progress, and answer their questions, as to promote a healthy relationship and improve the general quality of service.**

**The Committee is not qualified to take decisions with a financial impact. Accordingly, these decisions are to be handled by the respective Boards.**

**The role of the members is to pass on the information to the users and provide feedback from them. Members are to set aside any personal conflict of interest during the Committee.**



## FRAMEWORK (2/2):

### **Article 1:**

The joint Committee meets at least once per trimester, on LFS and DSS Transportation Supervisors' initiative.

### **Article 2:**

The LFS and DSS Transportation Supervisors set the dates and times of meetings. They send the invitations, proposal of agenda and preparatory documents 10 days in advance. All questions are to be sent at least one week before the meeting. The Supervisors send the meeting minutes.

### **Article 3:**

The chairs persons from DSS and LFS are jointly conducting the Committee.

The Committee can only take place if enough members are present at the beginning of the meeting: at least one parent and one pupil from LFS side, as well as one parent from DSS side. In case the number of required parents or pupils is not reached, the meeting is postponed within 8 and 15 days. If the number is not reached then, the meeting is adjourned until the following trimester.

### **Article 4:**

The Committee meets within 75 min. time. If questions cannot be addressed within that frame, they can be reported to the next meeting.



## 2. Introduction of the supplier company:

## OUR PARTNER:



**Donghu Bus Company**, one of the biggest state-owned companies in China, provides a fleet servicing **47 lines** for the Eurocampus, plus **4 staff lines** on regular trips and school outings, for LFS and DSS.



## NUMBERS:

Number of students trips per weeks (regular school trips without staff lines, ASC, outings, etc.)	Rough number of pupils transported every day (LFS/DSS)	Rough number of student trips per year (36 weeks)	Rough number of pupils carried per year (2 trips, 180 school days)
<b>659 trips per week</b>	<b>1100 students/day</b>	<b>23,724 trips per year</b>	<b>396,000 pupils carried per year</b>



The rules to add assembly points are reminded.

## 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%.



### 3. Updates:

## UPDATES:

Project	Status
Bus monitoring	Processing To be launched soon
Geo optimization	Test phase processing
Improved exit process	Done
Equipment update	Done



## BUS MONITORING:

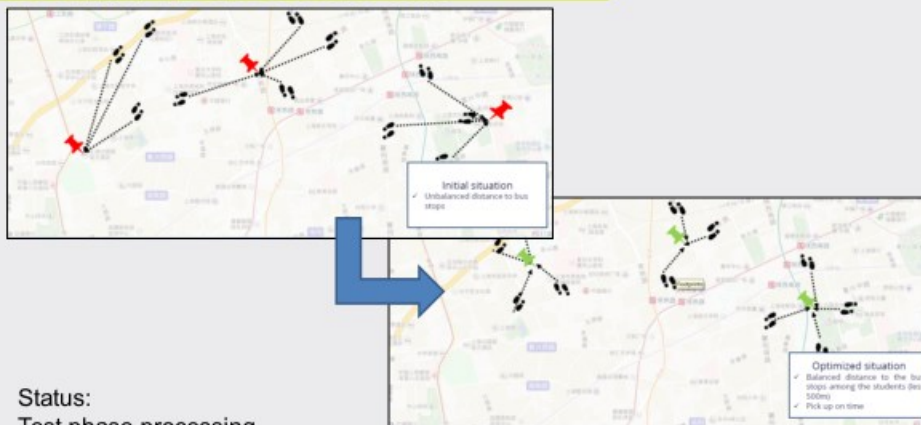
TO DO	STATUS
Design the bus routes.	Done.
Train the bus manager and attendants.	Done. A reminder will be organized.
Update the lines in the app.	Done.
Retrieve the students cards data.	Delayed. Processing.
Inform parents.	Communication to students: processing. Communication to parents: ready.
Go Live	New estimation: beginning of November.

The delay in retrieving the students cards data is due to a technical issue with the supplier, who could not read the school cards anymore and internal data loss. The problem has been overcome by the supplier by a technical modification in the card reader.



Mr. Barès notes that some other devices exist on the market, e.g. from Xiaomi.

## OVERVIEW OF THE GEO OPTIMIZATION SOFTWARE:



Status:  
Test phase processing



## IMPROVED EXIT PROCESS:

Under the impulsion of the LFS Elementary School Director and with the help from Vie Scolaire, we are trying to achieve an improved exit process of primary children.

Main problem	Solution
The pupils did not automatically go to the attendants to show they were present	The pupils go to the attendant and try to remain in place when their wave is called
The attendants had to stay at the same spot to wait to the pupils	The numbers are fixed, so they could move and look for pupils if necessary
The pupils were all leaving in an undisciplined wave	The bus lines are called one by one and children walk instead of run



## IMPROVED EXIT PROCESS AND EQUIPMENT UPDATE:



#### 4. Incident report:

### INCIDENT REPORT:

	Sept. 2017	Oct. 2017
Light accidents (scratches)	2	2
Technical failures	0	0



### TWO EXAMPLES OF PRACTICAL CASES:

Line	Problem	Solution
44	The police strictly forbid the bus to stop on yellow lines at the Yanping Lu station	The stop was relocated to an official bus stop, at the same location of the staff bus
118	The line was considered too long for the parents of pupils at the end of the line	3 stops were assigned to another line, making the trip significantly shorter



## 5. Trainings:

### TRAININGS:

Who?	What?	Status	Next step?
Drivers and attendants	<b>Monthly</b> meeting and security training	Done with an emphasis at the start of school	Go on and increase performance assessment
LFS pupils	Security training with evacuation drill	Work on a generalization to all LFS pupils, after the May test phase	Plan slots and mobilize teams



### MORE ABOUT LFS PUPILS TRAININGS:

Overview:	
4 voluntary test groups in primary	Shorts sequences of 30-40 minutes, including class time and an on-site evacuation drill
The trainings aimed at answering the following needs:	
Need for more day-to-day safety through self-awareness of pupils	Need for increased discipline through education
Need for a better knowledge of evacuation procedures	Need for a better understanding of attendants and drivers jobs





## 6. Q&A:

First, the questions sent before the committee are addressed.

### Q&A:

- 1. Are revolving lights mandatory in China?  
Yes. They are and our buses have them onboard.
- 2. On some buses, attendants or drivers use front seats for personal items.  
It will be reminded to teams that they have to use less space.
- 3. The capacity of staff bus D seems tight.  
An internal enquiry has been done. According to the results, it is not planned to immediately upgrade the capacity to a 33 seats bus.



### Q&A:

- 4. On staff bus C, seatbelts seem not always working.  
A new process will be implemented in order to monitor the safety belts and make sure that teams check them regularly.
- 5. Could a new stop at Jiushi residence after 6:30pm be opened?  
After an internal, it appeared that pupils concerned are all from ASC, except one. In this situation, it is not possible to change the line for one person.



## Q&A:

- 6. Could an additional bus at 4pm drive teachers downtown?

There are already staff bus lines departing from the campus to downtown at 3:30pm and 5pm every day.

- 7. There was a problem at the start of the school year: pupils got dropped off the bus without knowing that the 5pm stops were different than the 3pm ones.

This problem has been addressed. We are currently working with the Admissions Dept. in order to communicate better on transportation matters.



Ms. Lacoste notes that the process for these students next year should be improved, as well as the communication.

Ms. Imani states the schools should do more to inform parents.

Ms. Kaiser expresses her disagreement: although schools have to inform families, parents should also be proactive and keep themselves informed. They should communicate with their children on right attitudes.

Mr. Chikli explains that LFS is trying to communicate in any way at the time of enrolment more clearly on maps, drop off times, etc.

- a. **Mr. Brossaud notes: “The buses still smell like smoke and drivers are smoking in front of the school.”**

Fabrice Fröhlig: Noted. Although we have been continuously reporting that issue to the supplier, the schools have to continue working with Donghu Bus Company, so that their drivers and attendants acquire the right attitudes.

The next meeting is set for the beginning of 2018. The date will be confirmed ASAP.