

Transportation committee

Meeting minutes

Time: Mar. 8, 2019, 9:45am-11:00am

Present: Mr. Fröhlig, Support Services Manager, LFS (reporting)
Mr. Lanzi, Education Counselor, LFS
Ms. Amélie Ye, Students Representative, LFS

Mr. Stöveken, Head of Administration, DSS
Mr. Maurice, Students Representative, DSS

Mr. Qu, Bus Manager, Eurocampus

Mr. Liu, Manager, Donghu Transportation Company
Mr. Yan, Site Manager, Donghu Transportation Company
Mr. Huang, Site Manager, Donghu Transportation Company
Ms. Zhang, Attendants Supervisor, Donghu Transportation Company

Absent: @

Note:

The quorum (one parents from each school) was not reached.
Nevertheless, a working meeting was held. The decision to meet up again will be taken by direct communication with the relevant representatives.

Agenda :

AGENDA:

1. Punctuality statistics and incident report
2. Feedback on « other » incidents
3. Yangpu campus transportation service
4. Safety update
5. Q&A

Development:

1. Punctuality statistics and incident report:

PUNCTUALITY STATISTICS AND INCIDENT REPORT:

Month	Number of trips (morning only)	% of arrival on time
Dec. 18	631	99,3%
Jan. 19	820	99,3%
Feb. 19	564	99,4%

Source: Transun Bus Monitoring System

	Dec. 18	Jan. 19	Feb. 19
Accidents	0	0	0
Light accidents (scratches)	0	0	0
Technical failures	0	0	0
Other	0	0	2

2. Feedback on “other” incidents:

FEEDBACK ON « OTHER » INCIDENTS:

Problem	Feedback
<p>A family Ayi was late for picking up her children in the afternoon. A known friend of the family proposed to bring the children home, but did not accompany them properly, thus creating anxiety for the parents.</p>	<p>The transportation attendant was disciplined for not following the standard process: if the dedicated adult is not at the bus stop, the child is brought back to school. The schools are working on following the process more strictly, meaning less room for late arrivals.</p>
<p>One school kindergarten assistant was on a bus that was full. She refused to leave her seat to let children in.</p>	<p>The kindergarten assistant was strongly reminded to follow the process. Absolute seating priority is given to children. Should there be a seating issue, adults HAVE to leave their seats for children.</p>

3. Yangpu campus transportation service:

YANGPU CAMPUS TRANSPORTATION SERVICE:

Overview:

- LFS and DSS PG to close this year;
- Eurocampus YP to open this year;
- LFS and DSS PG lines to be merged and newcomers added;
- 2 campuses, 1 supplier.

Process:

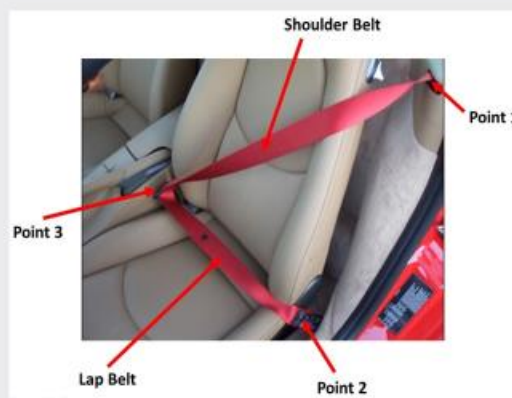
- Specifications done, RFQ in progress;
- Preliminary LFS/DSS bus routes done - will be updated;
- Preliminary number of lines set – will be updated;
- Contract set to be signed in April;
- Final bus routes to be sent for registration in July.



4. Safety update:

SAFETY UPDATE:

The schools continue to work on safety improvement. Regular trainings and meetings are organized for drivers and attendants. An improved auditing process of the supplier staff is being created.



5. Q&A:

Q&A:

1. APP function "Messages" does not work.
2. APP function for tracing bus routes does not always work.
3. Busses keep on accelerating to fast when starting off campus.
4. Additional security at the Kita crossing when busses leave.
5. Common website information on busses/transportation ...
6. Fence at bike parking (a PO is already prepared by FM).
7. Update common bus regulations (flyers etc.).

1. The app is not intended to communicate to the attendants, but the other way around. Any feedback to attendants should go through the Bus Manager.
2. We are working on continuing to train the attendants. Mr. Qu will meet the app supplier in the coming times to work on the technical aspects of that problem.
3. This point is reminded to the company.
4. This point is to be worked on by both schools. The solution to add crossing guards seems hardly feasible on the current budget/team size, since there are several other points of passage. Also, children remain are under the responsibility of their parents when crossing the street.
5. A common website is at the moment not possible.
6. The fence has been built. Any other project should be discussed internally.
7. The writing of regulations are in progress.

a. Eric Lanzi: "What should we answer to parents willing to take the bus or students that need to take it punctually?"

Fabrice Fröhlig:

- Parents: Parents are never allowed on the bus, except if they have a special authorization with a good reason. They should go through the Bus Manager, who gives permission and communicates with the crew on board.
- Students: The transportation service is not a public service, but is reserved to children paying and duly registered. Thus, students cannot take the bus, if they are not registered. Change line without a special authorization or take it if they are not registered, for basic safety reasons.

b. Amélie Ye: “Belts are sometimes tangled up and cannot be used very well at departure time.”

James Qu: If belts do not work, we expect the drivers to report, so that we can change them.

Fabrice Fröhlig: We are going to look into a solution with clips, to keep them in a good working condition and untangled.

c. Mr. Maurice: “An experiment has been conducted in LFS buses with magazines on board. Can we please expand it to all lines?”

Fabrice Fröhlig: Feedback has indeed been good. We are going to notify the library teams, who can work together on that project.

The next meeting is set before the end of the school year.