

TRANSPORTATION
COMMITTEE
Yangpu- LFS and DSS

January 22, 2020

Meeting room : 129

1. Transportation Committee
2. Full launch of the Eurocampus and Departures Organization
3. Overview of ongoing works
4. Statistic of incidents
5. Questions and Answers

TRANSPORTATION COMMITTEE

LFS

- Mr. Péchoux, CEO
- M^{me} Guitton, Vice Headmaster
- M. Keller, Director of Primary School
- M^{me} Masson-Dellys, COO
- M. Fröhlig, support services manager
- M^{me} Faury, Yangpu support services manager
- M. Delame Lelièvre, Yangpu support services
- M^{me} Delacoussaye, LFS supervisor team
- M. Tournier, teacher representative
- M^{me} Dubroeucq, parents representative
- M^{me} Grata, parents representative
- M. Moniz, parents representative
- M^{elle} Dubroeucq, students representative
- M^{elle} Hoberger, students representative

DSS

- Mr. Noll, Head of Administration
- Michael Gu, DSS Administration
- Paul-Gerhard Brockhaus, staff representative
- Ms. Vicky Zhou, staff representative
- Frank Wolf, Parents representative

TRANSPORTATION TEAM

- Mr. Xu, Bus Manager for Eurocampus
- Mr. Zuo, Site Manager, Donghu
- Mr. Liu, Vice-President, Donghu

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 Administrative 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.

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 and preparatory documents 10 days in advance. All questions are to be sent at least 5 working days before the meeting. The Supervisors send the meeting minutes.

Representatives should sort out the relevant questions before the Committee, to submit only general interest questions to the Committee. Special and personal cases are processed outside of the Committee.

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 minutes. If questions cannot be addressed within that timeframe, they can be answered by e-mail.

FULL LAUNCH OF THE EUROCAMPUS

1/ Licenses obtained on January 5, 2020

Start of LFS school on January 6, 2020

Start of DSS school on January 8, 2020

14 new school licenses + 24 existing renewed

Both Schools own

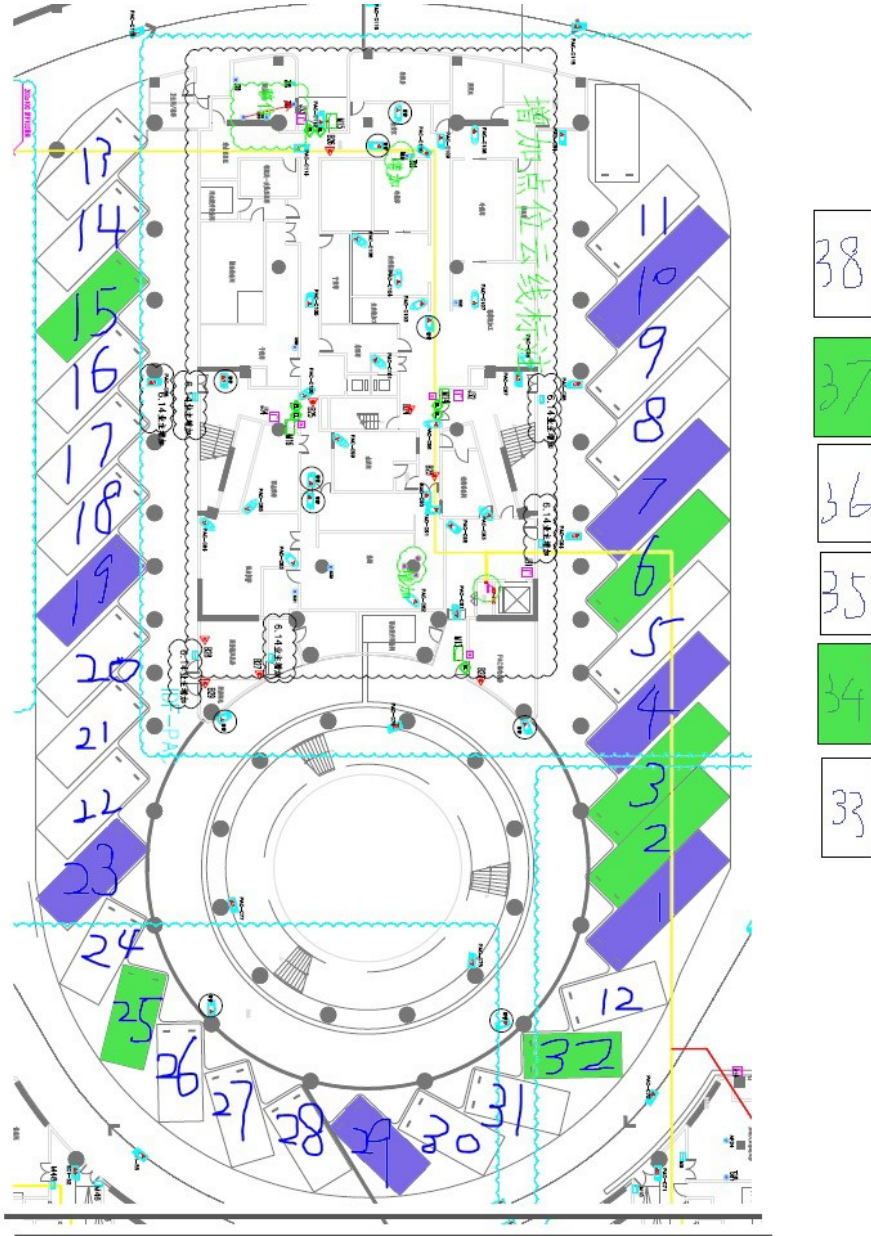
- **38 school licenses** (+ 14) with **150 stops** (+75/LFS YP alone)
- **And 4 staff buses** (+2)

To serve **884 students** (+ 350 students) and around **200 staff members** (+ 100 staff members)

2/ Opening of the whole basement on January 3, 2020



DEPARTURE ORGANIZATION



Kindergarten:

First to get on the bus to avoid Primary and Secondary crowds
Guided by teacher assistants through the lift for safety
Can wait at canteen lobby in case of bad weather or pollution

Primary & Secondary:

Autonomous after class
Through stairs, bus attendants wait at the bus
Supervision by counselors (Vie Scolaire)



COMMON TIME SCHEDULE

Bus Organization – Yangpu site – 13/01/2020

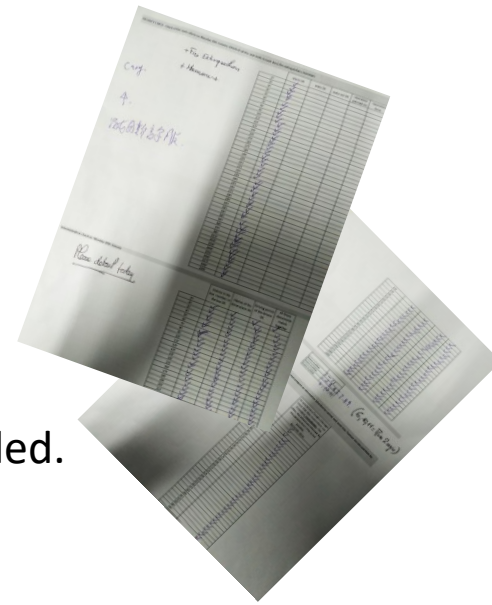
Eurocampus timetable (**student buses only**) applicable in Yangpu for both LFS and DSS schools (staff buses organized separately)

YANGPU School buses for students	Monday	Tuesday	Wednesday	Thursday	Friday
Morning (all lines) Arrival at school between 7:30 am and 7:50 am	YES : LFS+DSS	YES : LFS+DSS	YES : LFS+DSS	YES : LFS+DSS	YES : LFS+DSS
12:30 / 12:40 pm departure From Schools	NO : LFS+DSS	NO : LFS+DSS	YES : LFS 12:40 pm NO : DSS	NO : LFS+DSS	YES : LFS +DSS 12:30 pm
3:05 / 3:20 pm departure From Schools	YES : LFS+DSS 3:20 pm departure buses ready* will leave from 3:15 pm	YES : LFS+DSS 3:20 pm departure buses ready* will leave from 3:15 pm	YES : LFS+DSS 3:20 pm departure buses ready* will leave from 3:15 pm	YES : LFS+DSS 3:20 pm departure buses ready* will leave from 3:15 pm	YES : LFS+DSS 3:05 pm departure buses ready* will leave from 3:00 pm
5:05 pm departure From Schools	YES : LFS+DSS	YES : LFS+DSS	YES : LFS+DSS	YES : LFS+DSS	YES : LFS NO : DSS

* Buses ready : it means that all the students registered are inside the buses

Note: adults are not waited.

OVERVIEW OF ONGOING WORK



Seat belt alarm:

All fleet has been checked and upgraded (100%).

Assistants:

11 big buses (100% of big buses) with experienced reinforcement of assistants.

The bus assistants are aware of the parental waiver for LFS kids from CP-CM2 to leave the bus unattended.

Process to follow (optimization in progress):

When a bus is ready to leave, it is supposed to leave.

Safety is the first priority.

Coordination:

Close work with DSS to improve the flows of the kids list, taking the bus everyday (process optimization to channel the information from the pedagogic dept./nurse stations/parents/ASC/AG, etc. from both schools at the right time).

Internal coordination still required on both schools to enable the Bus Manager to update properly the bus lists.

Communication:

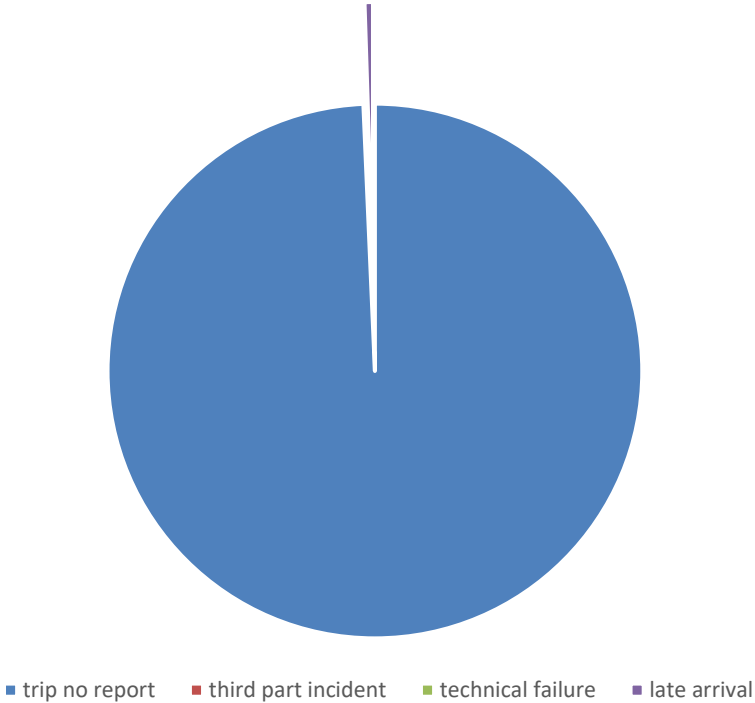
Improvements are studied on the bus monitoring application, enabling a smoother communication with the users.

Common internal transportation operating rules (in validation):

Clear operating rules between LFS and DSS to harmonize the transportation services.

STATISTIC OF INCIDENTS

Period	Number of morning trips	Rate of delay (after 8am)
September	360	0.0100%
October	456	0.0060%
November	432	0.0020%
December	360	0.0020%
January	570	0.0150%



7400 trips on the period	September	October	November	December	January
Light scratch	0	0	0	0	0
Third part incident	0	1	0	1	0
Technical failure	0	1	0	0	1

DONGHU STAFF TRAINING

Training:

- **38 bus attendants + 11 additional on big buses;**
- **38 drivers;**
- **Bus Managers.**

Trainers: Bus Manager, LFS Support Services Coordinator, Donghu Management

Date: January 3	topic:	introducing school process to new staff training on TMS APP testing parking – arrival and departure procedure
Date : January 9	topic :	review of transportation details and improvement with Donghu manager
Date: January 17	topic:	meeting issues training Shanghai traffic rules on site Donghu manager training
Date: January 20	topic:	meeting issues TMS APP training school and security process

PARENTS QUESTIONS

1/ Numbers of ayis in the bus: it seems that the deployment of 2 ayis in the bus could have been done before CNY. This is good news and we thank you for it. All the big buses are now followed by 2 ayis?

11 out of 11 big buses have 2 assistants at the end of January 2020.

2/ Alarms for unsecured belts: how advanced is deployment?

100% working on January 20.

3/ 8Y line : what is the final answer given to the parents ?

Departure time remains the same for the moment.

We continue monitoring the arrival time at school with the new process, and will check again.

4/ When will you communicate the approximate and estimated arrival times ?

The document is introduced during the Committee.

5/ Incidents/ accidents: is the new process in place? (reminder of what you communicated to us last committee: an SMS will be sent to the parents as soon as the accident/incident by Luc who will be notified by the ayi. In this case, there will be no email. The parents point out that sending an explanatory email within the following hours, longer than a simple SMS is however complementary. The LFS will examine the issue of communication via the bus application).

Incident of the 18Y bus: the application was used to warn the parents of the incident, almost in real time, then an email was also sent. So this shows that the new process is in place? So it becomes systematic?

The communication has been improved. Solution proposed to the Committee :

We propose to establish the list of cases where the information is triggered.

PARENTS QUESTIONS

6/ The GPS does not work all the time: what is the service provider's answer? What solutions are provided?

We found concerns of several types:

- Wifi problem in basement;
- Parents who do not have the latest version of the app;
- Technical issues (unable to connect, etc.).

We have implemented the following measures:

- Wifi installation in the basement;
- Phone calls to all parents that have sent an e-mail.
- Increased cohesion with IT team on all technical issues.

At the same time, we continue to work with our provider to improve the app.

7/ Scanning children: the children are not systematically badged by the ayis of the bus: you replied in last commission that the LFS undertakes to scan all children. We note that since the last commission there has been no significant change? Have you notified the service provider?

Bus assistants register all children manually if they do not have a card. Vie Scolaire have the cards.

8/ "A list with the ayis' telephones will be made available on the site in January after the service provider has completed the recruitment interviews it is continuing". What do you mean?

A professional phone is provided to the bus attendant, when she starts working, with a data plan and the bus monitoring application. This phone does not have a call plan.

Indeed, schools took that decision upon launching the system, as to avoid personal and specific requests about a common service (e.g. request to take care of a child by a 3rd party who does not a waiver, recurrent notification of delays impacting the timing of the line, unannounced change of bus, etc.).

That subject can be rediscussed. We would like that the Committee gives an opinion on the subject.

PARENTS QUESTIONS

9/ To whom does the grouping of LFS and DSS buses benefit from a pricing point of view?

To everybody. Bus service is improved for families who subscribe:

- the number of gathering points in Shanghai is increased*
- Areas covered by the wider bus network;*
- Renewing the fleet with newer or buses*
- The attractiveness of the Yangpu campus is enhanced and we hope that this will contribute to the rapid progress of the registrations and the profitability of the project of this new site and the future extensions*

10/ When will the kids get their badge up to date with the school year?

At the latest during the first week after vacation.

PARENTS QUESTIONS

11/Communication between Parents and Busmanager Luc Xu needed to long time

The IT attached varios devices. Since last week the telephone work in the underground bus area.

Problem 100 % solve

12/ Departure time Friday

The LFS change already some process and will improve something more

Problem 80 % solve

13/ Improvment in the bus

Not all the Ayis check that the students buggle up / One bus started before the students buggle up.

The seats of the teacher were blocked by bags

Things in one bus was not fix and hurt a student. The bus company dont inform about this accident.

No information that one bus was broken.

On 20. of january the school inform the bus company. They improve at the moment

Problem 80 % solve

14/ No information about students which miss the bus

The software dont compare the students in the bus with students on the bus list

The Software provider work on this topic

15 / Improvment bus stops staff bus

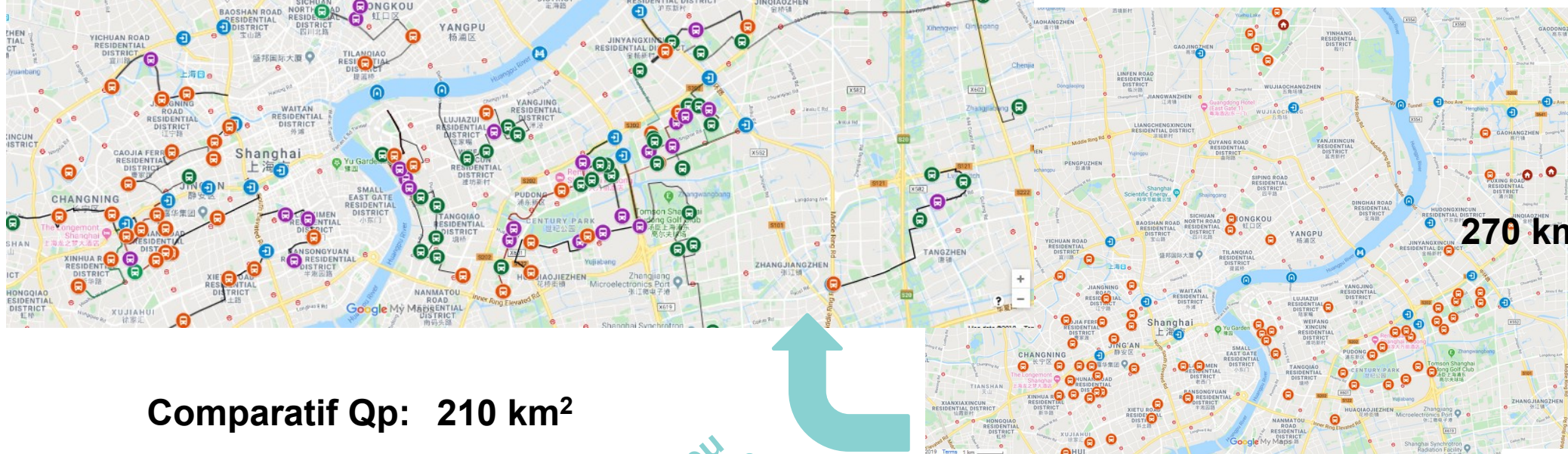
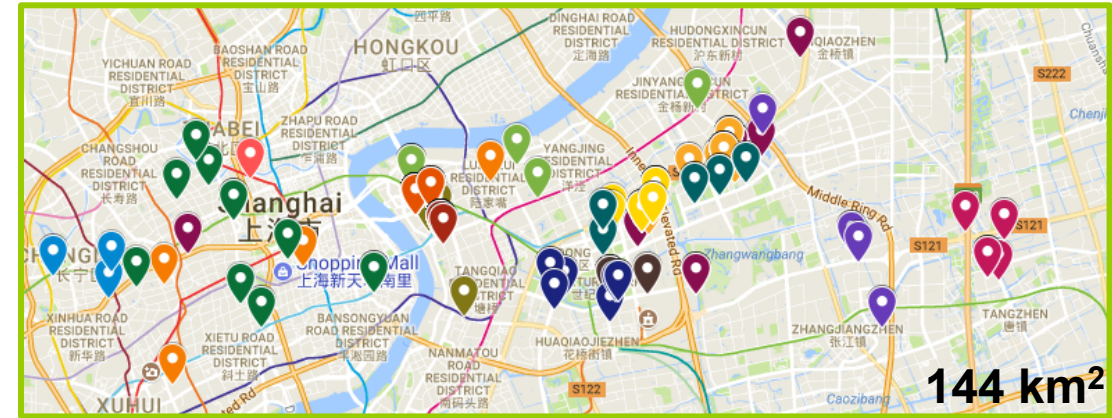
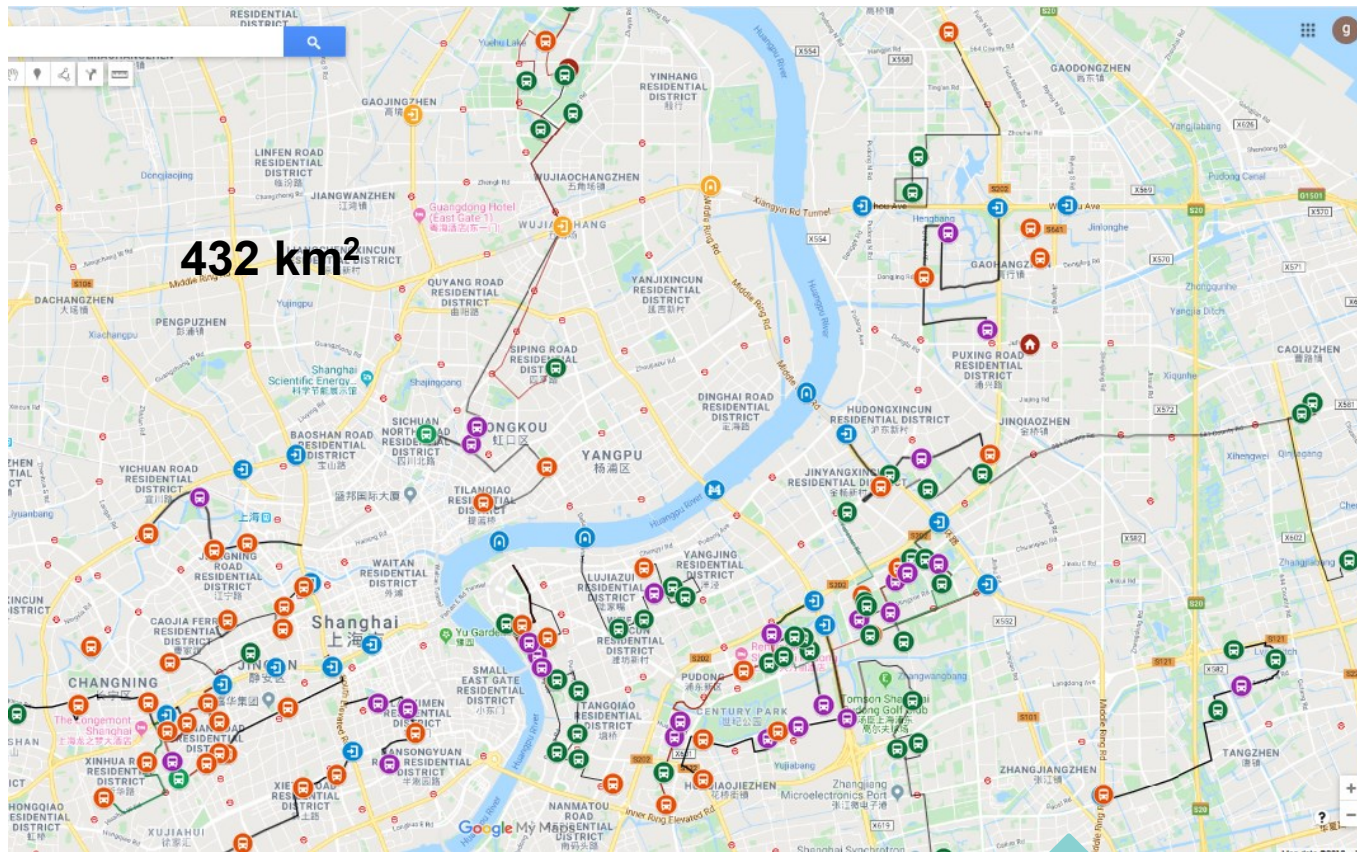
Some bus stops for the staff bus are missing

The Bus Department works on this topic



Thank you for your attention !

TRANSPORTATION MAP



Comparatif Qp: 210 km²

Yangpu
2019-2020

Pudong
2018-2019

Questions prises en compte :	validé
L'arrêt respecte t il le code de la route? (une demande est de plus envoyée au Shanghai traffic bureau, la permission est donnée tous les 2 mois)	
Les places assises sont-elles suffisantes?	
L'arrêt répond-il aux conditions élémentaires de sécurité (voie scooter, etc.)?	
L'arrêt est-il sur le trajet, ou une deviation doit-elle être mise en place?	
Le bus arrive-t-il dans des délais raisonnables, même si la météo se dégrade? Le bus peut-il réaliser sa rotation normale de trajets, même si la météo se dégrade?	
La circulation est-elle facile pour le chauffeur (voie étroite, taille du bus, etc.)	
Les modifications impactent-elles le coût du service?	
Les modifications impactent-elles les autres usagers?	

Note : le nombre de personnes au point de rassemblement n'est pas le critère déterminant lors de la création d'un point de rassemblement.

POINT DE RASSEMBLEMENT:

The following chart provides indicative durations for return trips per assembly point, for the 2019-2020 school year.

The indicated times are estimations for reference only.

The school does not take any commitment on these times, that can be highly variable for a various type of reasons in a megalopolis like Shanghai (weather, traffic conditions, accident, special events may extend the times, while positive traffic conditions during Chinese holidays for example may shorten them).

The bus monitoring application works as a real-time indication of the localization of the bus and should be taken as a reference to estimate the time arrival at the assembly point.

[Noon trip](#)

[Evening trip](#)