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		Transportation committee - Qingpu			

Meeting minutes

1. Time: March 31st, 2021, 9:55am to 11am
2. Present:
 - LFS:
 - Ms. Masson-Dellys, COO
 - Ms. Macaux, Director of Primary School
 - Mr. Du Fayet De La Tour, Vice Headmaster
 - Ms. Yang, Vie Scolaire of Primary
 - Mr. Lanzi, Education Counsellor
 - Ms. Châteaux-Glackin, Staff Representative
 - Ms. Clément, Staff Representative
 - Mr. Drouin, Parent Representative (visio)
 - Ms. Lédé, Parent Representative (visio)
 - Ms. Chen, Students Representative
 - Ms. Augereau, Students Representative
 - Ms. Nicolas, Support Services Manager (reporting)
 - DSS:
 - Mr. Baars, Head of Administration
 - Ms. Rutkowska-Grossmann, Administration
 - Ms. Kaiser, Parents Representative (visio)
 - DSS Students Representative
 - Common team:
 - Mr. Qu, Bus Manager for EuroCampus
 - Partner – Donghu:
 - Ms. Miao, Donghu Bus Assistant Team Leader
 - Mr. Zuo, Donghu Bus Manager
3. Absents N/A
excused:
4. Agenda:

AGENDA

1. ROUNDTABLE MEMBERS PRESENTATION
2. MAIN INDICATORS OF THE BUS SERVICE
3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE
4. BUS PROJECTS & SURVEY LFS
5. BUS PROJECTS & SURVEY DSS
6. Q&A

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5. Development of the meeting:

1) Main indicators of the Bus Service

1. MAIN INDICATORS OF THE BUS SERVICE

Indicators	Key figures
Number of students taking the bus (LFS + DSS)	1030
<u>Number of buses</u>	46
Number of bus lines in the morning	46
Number of bus lines after 5pm	20
Number of staff bus lines	4
Number of bus assembly points in the morning	121
Filling rate	80%
Number of KM performed per day by all lines	2350

2) Operational indicators of the bus service:

2. OPERATIONAL INDICATORS OF THE BUS SERVICE

PUNCTUALITY REPORT (DECEMBER-FEBRUARY 2021)

<u>Months</u>	<u>Number of trips (morning)</u>	<u>Punctuality rate</u>
<u>December 2020</u>	50	97.49%
<u>January 2021</u>	50	98.57%
<u>February 2021</u>	50	98.51%

Principal causes:

- Yan an Guaojia traffic jam
- Weather issues
- Authorities construction works in Guaoguang Lu (January)

2. OPERATIONAL INDICATORS OF THE BUS SERVICE

INCIDENT REPORT (DECEMBER 2020 - FEBRUARY 2021)

	<u>December</u>	<u>January</u>	<u>February</u>	TOTAL
Accident	0	0	0	0
Light accident (scratches)	0	0	0	0
<u>Technical failure</u>	1	1	0	2
<u>Others (abnormal incident)</u>	0	0	0	0


A very few cases of technical failures happened in December and January (2 cases): gear issue which has been fixed immediately by Donghu.

3) Training on safety and behavior:

3. TRAINING ON SAFETY AND BEHAVIOUR



Trainings: 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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4) Bus Project 2021 - Survey: presentation of the family satisfaction LFS (please see hereafter)

At the end of 2020, the Lycée Français de Shanghai (LFS) and the Deutsche Schule Shanghai (DSS) launched a survey on the bus service among their student families at each Eurocampus.

A large number of LFS families responded to this survey and we would like to thank you for your comments and suggestions for the realization of this project.

We share with you the results of this survey on the bus service among LFS families here below:

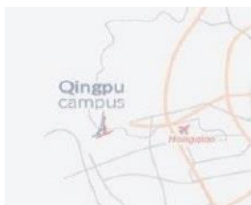
*The general satisfaction of our LFS families on the bus service is **95.5%** for the two Eurocampuses. We thank you for this recognition.*

We have already launched an improvement plan taking into account your feedback in collaboration with the members of the Transportation Committee of each Eurocampus.

Who uses the LFS bus service? Who replied to the survey?



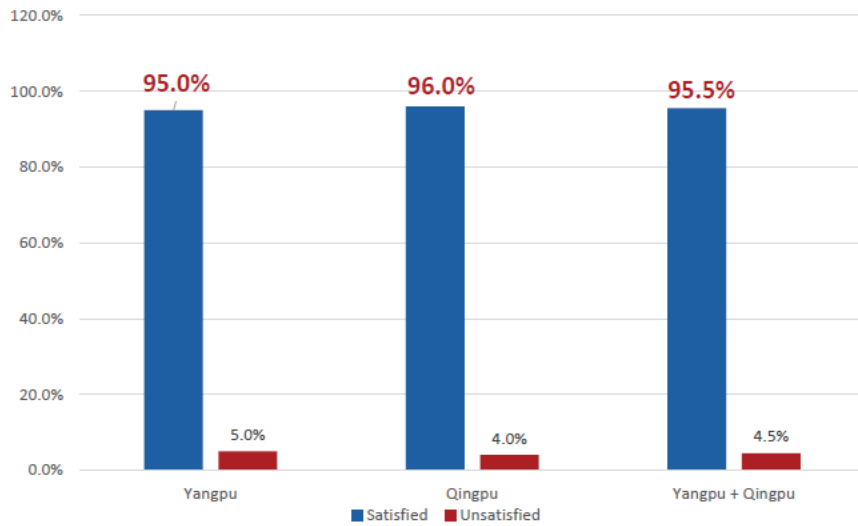
of Yangpu LFS families use the bus service
70% of the users replied to the survey.



of Qingpu LFS families use the bus service
74% of the users replied to the survey.





What is the general satisfaction towards the bus service?




over
95%
of satisfied
families

Average walking time

 **83%**
Home > Assembly point
Less than or equal to 15min
For both Qingpu and Yangpu campuses

 **73%**
Assembly point > Home
Less than or equal to 10min
For both Qingpu and Yangpu campuses



Level of satisfaction regarding the location of stop(s)



Qingpu



87%

Yangpu



90.5%

Both campuses



89%

Costs (answers for both campuses)

Satisfied with the price/quality rate
of the bus service?

Yes 87%

Agree on a pricing by zone?


No 51%
Yes 49%

Willing to pay a higher price ($\geq 30\%$)
to shorten the travel time in the evening?

No 69%

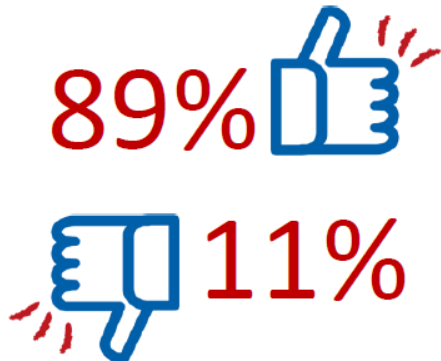
Willing to pay a higher price ($\geq 50\%$)
to put a door-to-door stop?

No 85%

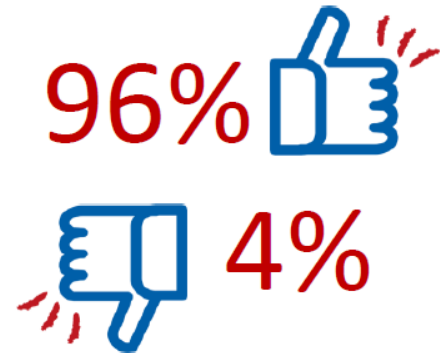
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Levels of satisfaction

Morning bus departure time
(for both campuses)



Safety of the bus
(for both campuses)



Parental Waiver rules & Transun Application

Aware of the Parental Waiver rules?



“ The Waiver rules allow children from Grade 1 with parents authorisation to leave/go to the bus unaccompanied “

Knowing the bus rules?



QP 70%

Of Qingpu LFS families use the APP

YP 84%

Of Yangpu LFS families use the APP

Bus environment



Attitude 93%

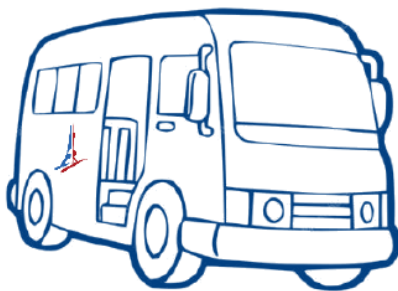
of families are **satisfied** with the attitude of bus assistants.

QP92% | YP95%

Cleanliness 93.5%

Of families are **satisfied** with the bus cleanliness.

QP90% | YP98%



Discipline 70.5%

Of families are **satisfied** with the discipline ensured onboard.

QP71% | YP70%

Satisfaction regarding the communication of the bus service




87%
QP91%YP81%



13%
QP9%YP19%

5) Q&A from LFS Primary students:

 <p>LYCÉE FRANÇAIS DE SHANGHAI 上海法租界中法大馬路</p> <h1>BUS</h1>	Minutes of meeting		Page 9/9
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Can we remind the bus assistants and bus drivers to not eat or smoke before enter in the bus? Can you remind to drivers that it is dangerous to look at their phone or reply when they are driving?

Yes, this is reminded during monthly training. We also have started our regular inspection and audits to ensure those points are respected. If you have cases about drivers answering their phones while driving, **please report to Services Généraux immediately so that we investigate on these cases.** Drivers doing so will have written warning.

Can we remind the bus assistants to check the security seat belts, and the overall security? Can they check that each person has a mask?

Bus assistants are checking when the children go on board, and they will send to Vie Scolaire an automatic message if a student does not close the seat belt or wear masks. As action plan, the LFS & DSS will also reconduct some workshop to students to communicate about this security matter.

Can you check the cleaning of the bus, sometimes there are garbage between the seats?

Buses are checked every day, but we will re-emphasize this point to our partner.

We strongly recommend also to encourage students to not put any trash inside the bus, respect the bus and the others.

How is the bus size and capacity decided? Bus size is decided according to the morning assembly points number of students as we have different returns in the afternoon (12:30, 3 and 5pm).