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Compte-rendu de la 2nd commission du 23 mars 2021

1) Bienvenue et introduction des membres de la commission

Administration representatives

Director of Operation	Laurence MASSON-DELLYS
Service support Manager	Willy BONGA
Deputy Headmaster	Christine GUITTON
Director of primary school	Joël KELLER
Bus Manager	Luc XU
Principal Education Advisor /Secondary school life Assistant	Stephanie DELACOUSSAYE

Staff representative

Staff representative (not necessarily EC members)- 3 seats	Anne-Laure FOURNIER
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Parents and student representatives

Parents representatives (not necessarily EC members, if possible 1 per level)	Dorothee GRATA Gwendoline KRITZ Laurianne DUBROEUCQ Miko Qian Zhang
Student representatives (not necessarily EC members) normally: 1 holder, 1 substitute per level)	Eugénie GRATTON (3Y) Youssef ZAHNOUN (5YB) PRIMAIRE (CM à venir)


Service provider

1 representative of the service provider DONGHU	DONGHU Vice CEO M. Liu
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DSS:

Mr. Holger Noll, Head of Administration
 Mr. Ivo Krüger, Head of Curricular Activities
 Ms. Vivian Horn, Coordinator of Kindergarten
 Ms. Sara Kaya, Student Representative, Secondary School
 Mr. Elias Benesch, Student Representative, Secondary School
 Mr. Matthias Brüggmann (staff board)

2) Agenda

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- 3) Main indicators of the Bus Service
- 4) Operational indicators of the YP Bus Service
- 5) Training on safety & behaviour
- 6) Bus projects and survey
- 7) Bus projects and survey – DSS
- 8) Action plan
- 9) Q&A

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1. MAIN INDICATORS OF THE BUS SERVICE

Indicators	Key figures
Number of students taking the bus (LFS + DSS)	851
Number of buses	45
Number of bus lines in the morning	41
Number of bus lines after 5pm	20
Number of staff bus lines	4
Number of bus assembly points in the morning	161
Filling rate	71%
Number of KM performed per day by all lines	2217km


2. OPERATIONAL INDICATORS OF THE BUS SERVICE

PUNCTUALITY REPORT (DECEMBER 2020 – FEBRUARY 2021)

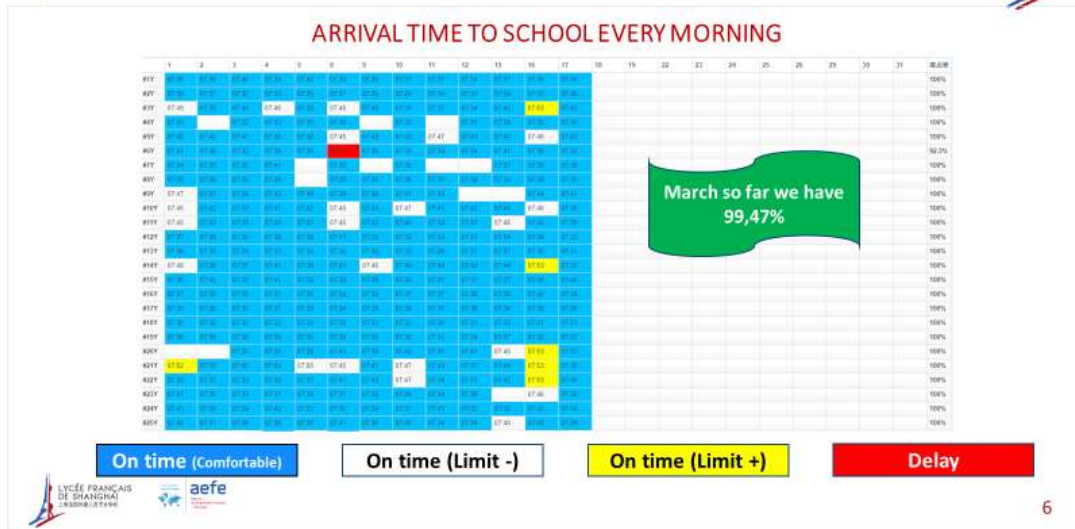
Months	Number of trips (morning)	Punctuality rate
December 2020	574	97.49%
January 2021	820	98.57%
February 2021	410	98.51%

Schedule up-date Jan.6

- 3 new lines have been proposed
- 4 lines have been re-scheduled:
 - Many kids had stop 20 minutes later in the morning
 - Few kids had stop 10 minutes earlier in the morning

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2. OPERATIONAL INDICATORS OF THE BUS SERVICE PROVIDED BY TRANSUN




With the transun system, we have the possibility to answer to any question regarding the departure of the bus from a stop and the arrival in the school. We receive many complains stating that the bus left earlier or did not respect the route planned.

2. OPERATIONAL INDICATORS OF THE BUS SERVICE

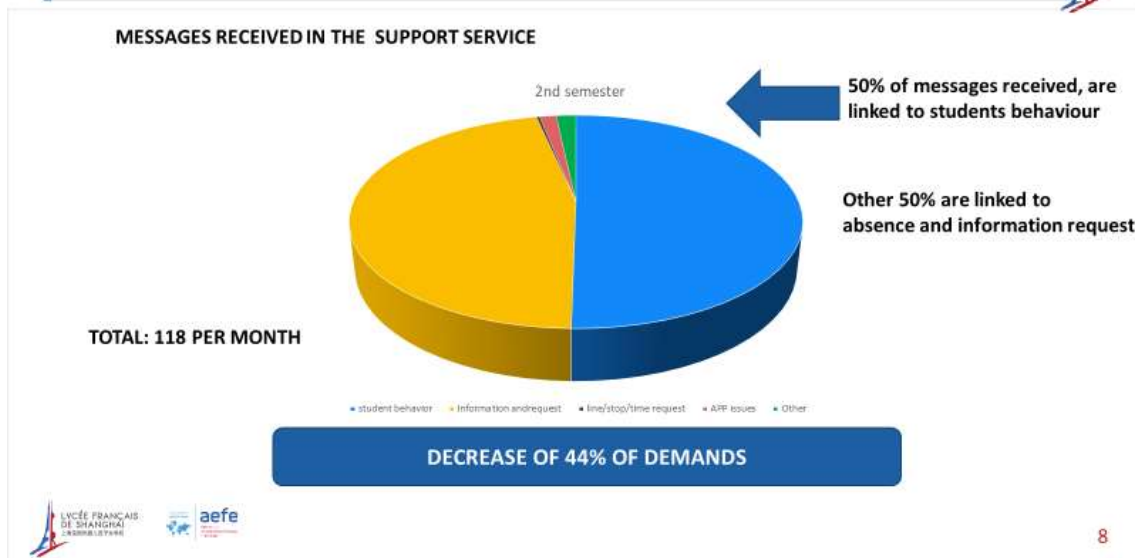
INCIDENT REPORT (DECEMBER 2020 - FEBRUARY 2021)

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

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The indicators regarding accident, show that buses are safe, only small scratches happen but nothing serious. Drivers are trained and we always remind them safety first.

2. OPERATIONAL INDICATORS OF THE BUS SERVICE



Behavior of students inside the bus remain a major topic to manage. A proposal to apply strictly the bus rules has been made.

2. OPERATIONAL INDICATORS OF THE BUS SERVICE

STUDENTS BEHAVIOUR

日期	线路名称	乘车类型	学号	学生姓名	学校	本线行为	上报人	处理时间
2021-03-17	14Y	上学	12369514968	Names of students hidden	上海法国学校	未戴口罩	沈良军	2021-03-17 07:31
2021-03-17	14Y	上学	11637952218		上海法国学校	未戴口罩	沈良军	2021-03-17 07:31
2021-03-17	14Y	上学	11637952218		上海法国学校	未戴口罩	沈良军	2021-03-17 07:30
2021-03-17	14Y	上学	11637952218		上海法国学校	未戴口罩	沈良军	2021-03-17 07:31
2021-03-17	14Y	上学	11637952218		上海法国学校	未戴口罩	沈良军	2021-03-17 07:30
2021-03-16	302Y	放学	14380518149		上海法国学校	乘坐拥挤座位	傅俊慧	2021-03-16 16:46
2021-03-16	302Y	放学	12002513690		上海法国学校	站立	傅俊慧	2021-03-16 16:45
2021-03-16	302Y	放学	12002513690		上海法国学校	乘坐拥挤座位	傅俊慧	2021-03-16 16:45
2021-03-16	302Y	放学	12002513690		上海法国学校	站立	傅俊慧	2021-03-16 17:32
2021-03-16	302Y	放学	12018516608		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:32
2021-03-16	302Y	放学	12188514214		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:27
2021-03-16	302Y	放学	12188514214		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:27
2021-03-16	302Y	放学	11674952283		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:26
2021-03-16	302Y	放学	11674952283		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:26
2021-03-16	302Y	放学	12025013689		上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:26
2021-03-16	302Y	放学	12025013689	上海法国学校	未戴口罩	傅俊慧	2021-03-16 17:25	
2021-03-16	30Y	放学	13281954828	上海法国学校	未戴口罩	刘文花	2021-03-16 16:15	
2021-03-16	30Y	放学	13281954828	上海法国学校	未戴口罩	刘文花	2021-03-16 16:15	
2021-03-16	30Y	放学	13281954828	上海法国学校	未戴口罩	刘文花	2021-03-16 16:15	
2021-03-16	32Y	放学	12559515406	上海法国学校	未戴口罩	张慧萍	2021-03-16 16:24	
2021-03-16	4Y	放学	11961913271	上海法国学校	未戴口罩	刘晶晶	2021-03-16 16:26	
2021-03-16	4Y	放学	144479516300	上海法国学校	未戴口罩	刘晶晶	2021-03-16 16:29	



3. TRAINING ON SAFETY AND BEHAVIOUR

Police Exam on drivers & fleet on March 15.
 Since January Police came one a month

All drivers knowledge and skills have been tested; véhicules have been checked by police bureau.

Training Drivers & Assistant:


- 11.12.20 DISCIPLINE by LFS-DSS
- 18.12.20 SPEED & LAW by traffic bureau officer
- 22.01.21 SERVICE TO STUDENT by LFS-DSS
- 26.02.21 EMERGENCY by Supplier & LFS-DSS

Quality process improved by Key Performance Indicator:

- DAILY cleaning, disinfection, safety after each trip
- WEEKLY maintenance
- MONTHLY with police



Every week Donghu organize a training for his staff.

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

YP 80%

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



67% QP

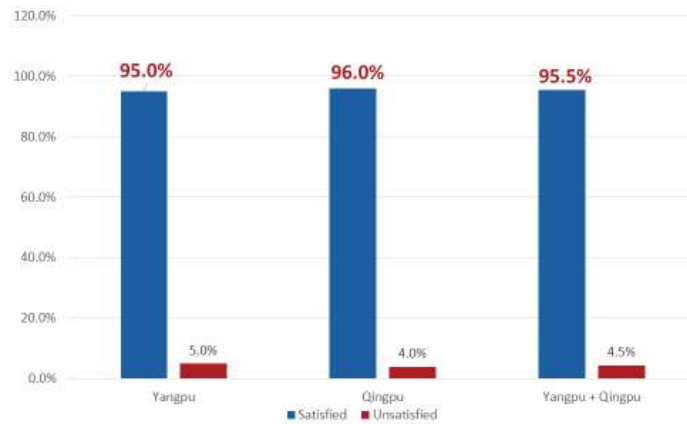
of Qingpu LFS families use the bus service
74% of the users replied to the survey.



METHODOLOGY: All the results presented in the following slides exclude the answers 'blank' or 'non opinion'.

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What is the general satisfaction towards the bus service?



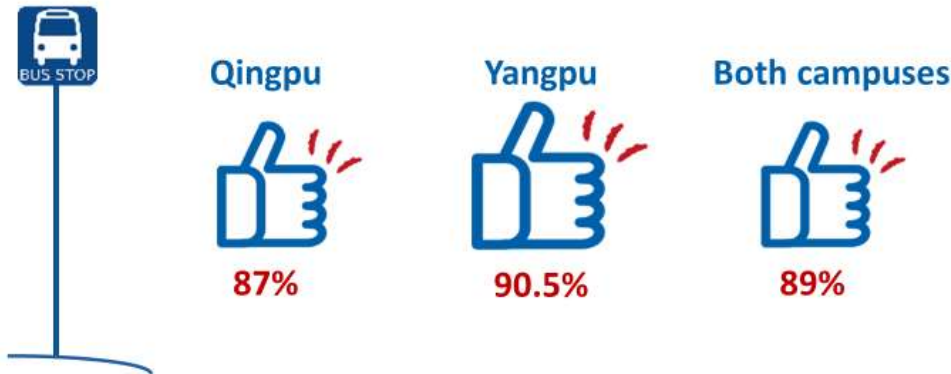
over 95% of satisfied families



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Level of satisfaction regarding the location of stop(s)



Costs (answers for both campuses)



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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%




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Analysis of the survey - DSS

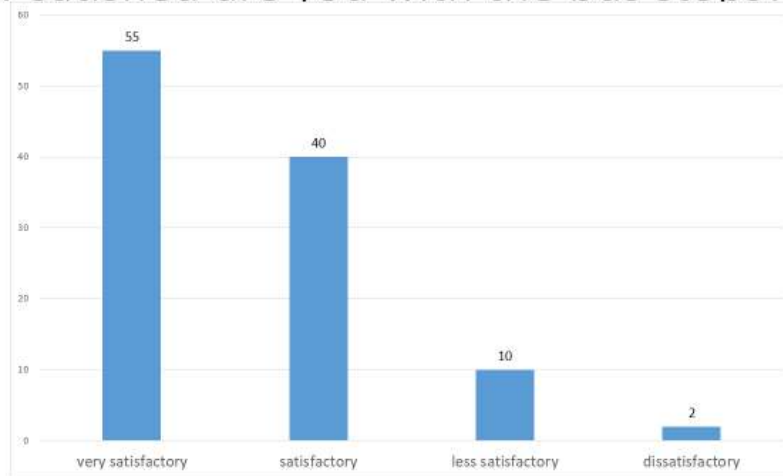
11.03.2021
Holger Noll



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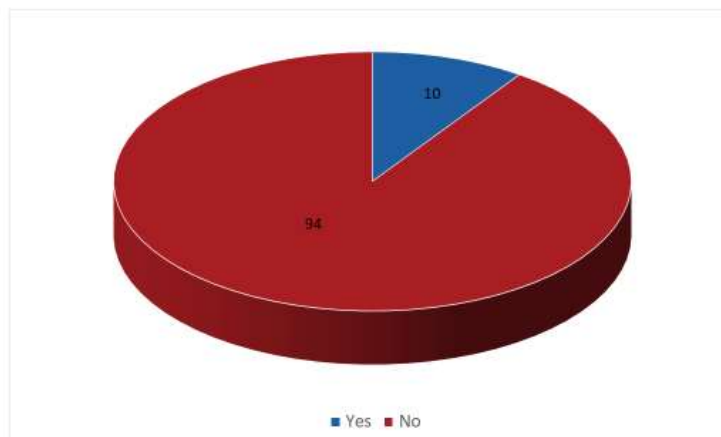


How satisfied are you with the bus stops?




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Would you be willing to pay more money if there is a door-to-door service?

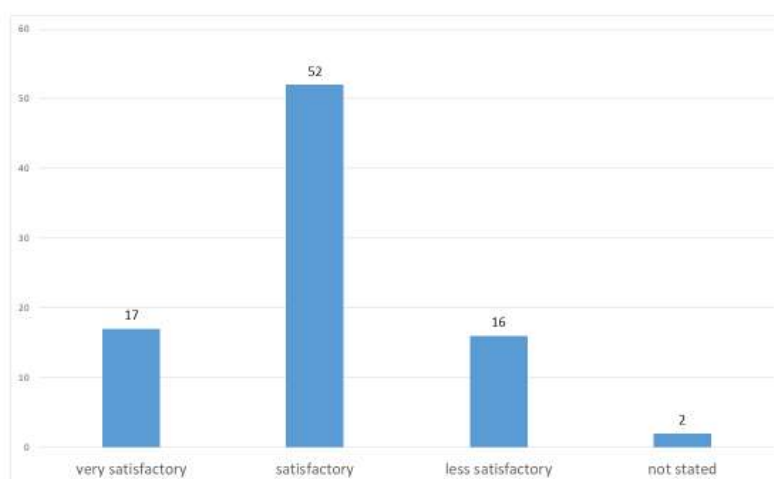


The door-to-door service means that the bus stops at the registered addresses of the children or, if possible, exactly in front of the gate of the compound. This service could result in longer travel time.

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How do you rate the departure time in the morning?



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6. Action plan


#	ITEM	DETAILS
1	Communication	Improve communication Bus Department and parents: define model of answers - for specific cases: involve the committee parents in the discussion to be the relais Establish a FAQ (FR/EN/CN) with the main questions: Parents Waiver, how to create stops, change lines....? Improve TRANSUN app: improve the reliability of the datas and training re-inforcement with Bus Assistants
2	Discipline	Arrange workshop with students / pedagogic team: main topics will include communication, respect inside the bus, hygiene and security. Draft & clarify the warning and sanctions process (to work with Vie Scolaire) Arrange regular trainings for Bus Drivers & Bus Assistants: bus rules, discipline, communication, cleaning, security (seat belt , mask, fast driving) and responsibility Promote student / staff / parent tutor mechanism: volunteer campaign: inside the bus but also inside the courtyard before the departure at 12:30 and 3pm.
3	Cleaning	Improve the bus cleaning: regular inspection to conduct (Support services) and trimestrial evaluation
4	Security	Regular inspection: on the seat belt, tires, lighting conditions Monthly checking and verification of the vehicule maintenance and reports
5	Route	Change on routes and process to be clarified in a FAQ by explaining the administrative and authorities process

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3) Parents Questions

Incivilities on the bus

This is the most important topic raised by parents and children. They complain about the noise and rude behavior on the bus.

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This point had already been addressed during the first transport committee and there has been no improvement since.

A lot of feedback from parents on the fact that: - children behave badly on the bus: among themselves

- *or with regard to the people they insult - there is too much noise on the buses. Noises, violent behavior, insults, very coarse language, middle fingers, children showing their buttocks, children who pee in their hands to run them through the hair of others (bus 21Y, 20Y, 10Y, 8Y, 4Y ...). The ayis do not react.*

The subject of discipline in the buses is indeed important.

The point is that the bus supervisors do not have the same authority as the teams in the field, they do not understand French language and therefore the potential insults against them or other students. Also, seating is free on the bus except in exceptional cases, children are mixed up and may be in the middle of conversations that are not of their age group.

How do we manage so far: feedback from the ayi via the telephone application gives rise to a short interview with the student in school life and then at the CPE with his notebook. The student recognizes his behavior and receives a bus warning. The testimony of the children, the return of parents or of Luc gives us information that we can verify. But it is indeed difficult to follow closely because there are no dedicated French-speaking staff on each bus. In the event of repeated incivilities, a temporary exclusion from the bus is pronounced.

Perhaps it would be good to add a mention in the bus charter advising children experiencing incivility to speak to an adult?

APP issue

Bus 212Y : APP often off for example at green hills (Jinqiao)

From 120 email per month reporting issue we actually did received 5 email this semester.

There is still improvement we are willing to initiate


- replacing assistant cellphone on the complete fleet since we noticed improvement on the 2 lines we implemented a test.
- In some areas there is no signal, we are still discussing with the supplier in order to have a better coverage in areas where our students are located. This is not easy to solve.

Satisfaction survey :

Parents would like to know how have been the feedback. How LFS is planning to inform parents ?

- The survey results will be published in the LFS website this week, communication department is managing

School informed about a new « transportation offer » with a reset of lines and organization, how the project is going on ?

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- Based on the results of the family and staff survey, some optimizations will be made. A complete overhaul of the bus service will be studied on 2021/2022.

How is the metro shuttle feedback ? Is it used ? Will it be extended to new time slot ?

	Lundi	Mardi	Mercredi	Jeudi	Vendredi
4.00 PM	13	3	18	5	14
5.00 PM	8	3	8	2	7

Shuttle is used, we noticed 2 days with less students (Tuesday & Thursday). The bus is almost full when weather is not nice. We remind that it is still a test, a decision will be taken on the beginning of each year.

What are the new lines implemented ? What are the improvement related ?

New lines are: 39Y, 40Y & 41Y.

- It was possible to offer 2 more vehicles at 17.05 departure. This measure has been completed by compiling 10Y & 41Y to decrease time travel.
- We received complain on line 210Y and 202Y this year. These two line have been directly improved by the new lines offer, reducing the trip by 30 minutes (arrival time is now 18.00).

Alignment of French & German schedule 2021-21

Miss alignment of LFS and DSS schedule produce delays of departure and longer days for kids. Did schools planed to align them schedule for 2021-22 ?

Under discussion between both school.

Bus after 17.00 on 2021-22

With high school development and Extra Activities (ASC), more bus will reduce transportation time (1h30).

Is it possible to increase these lines with less stop to reduce time ?

We did improve 17.00 departure journey with the new lines implemented. Parking is limited and creating new lines will be limited by this constraint. We are actually analyzing the situation to plan the organization for the next year.

Lignes 4Y et 10Y :


Since February, these lines are arriving 15 to 20 minutes later than before CNY, could you explain the reason ?

GPS DATA have been used to create the following report. We use 2 main tools:

GPS tracking record (slide 47)

GPS data extraction (slide 48)

		expected	average			Delta	
			january	february	march	Minimum	maximum
4Y	世茂滨江花园浦明路门	16:10	16:04	16:03		15:59	16:06
4Y	仁恒滨江园东昌路门	16:00	15:58	15:58	15:59	15:54	16:06
4Y	浦建路727	16:25	16:20	16:18	16:17	16:08	16:26
4Y	环龙路259弄	16:20	16:23	16:19	16:16	16:15	16:27

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		prévu	average			delta	
			january	february	march	minimum	maximum
10Y	41安福路乌鲁木齐南路	16:05:00	15:55	16:06	16:09	15:59	16:19
10Y	安福路乌鲁木齐路	15:55:00	15:57	15:57	16:08	15:51	16:05
10Y	乌鲁木齐北路505	15:50:00	15:54	16:05	15:56	15:48	16:22

Bus 20 Y :

There is one more stop since January. This extend transport by 30 minutes. Parents did subscribe extra activities that are impacted by this new arrival time.

26 kids on this line. Adding this new stop did help to allow one bus arriving back to school at 17.00 and reduce time on 202Y and 210Y.

Bus 41Y-10Y :

Children had been taking the 41Y bus since the start of the year and they were put as of Wednesday March 3, 2021 on the 10Y bus without the parents being informed. In addition, the bus app was not up to date and children were not showing up anywhere.

What is it?

This is a must. Parents must be informed in any case, regardless of the change made (small or big).