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Minute 1st Transport committee: 25 November 2021

Agenda

AGENDA

1. Transportcommittee– Members& Bus Organization
2. Main indicators of the Bus Service
3. Operational indicators of the YP Bus Service
4. Incidents reported by bus assistants
5. Training on safety & behaviour– For bus assistants & drivers
6. Training on safety & behaviour– For students (all primary school)
7. Action plan (Bus survey)
8. Q&A




1) Members & Bus Organization

1. TRANSPORT COMMITTEE - YANGPU

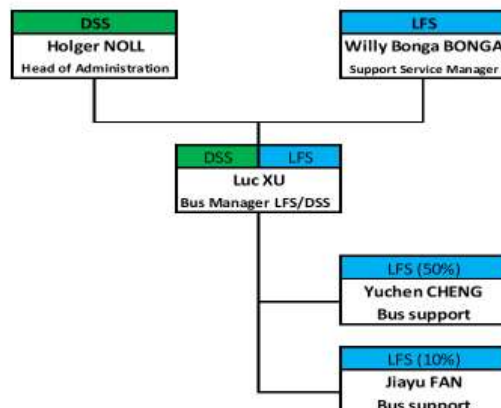
LFS		DSS	
Administration Directeur Exécutif M. David PECHOUX Responsable des Services Généraux M. Willy BONGA Provisseuse adjointe Mme Christine GUITTON Directeur primaire M. Joël KELLER CPE / Assistant de vie scolaire secondaire Mme Liming Xu CPE / Assistant de vie scolaire primaire Mme Li Jie Administrative representative M. Achille Messi		Administration Mr. Holger NOLL, Head of Administration Ms Ivo KRÜGER, Cocu Ms. Lisa CHRISTIANSEN, Students administration	
Parents representatives Mme. Dorothée GRATA Mme. Gwendoline KRIZ Mme. Laurianne DUBROEUQC Mme. Miko Qian ZHANG		Staffboard Mr. Matthias BRÜGGMANN Students Representative Max LIN Parents Representatives Ms. Sabine KOPFSTAHL Ms. Nicole HÄNDEL	
Students representatives ASSELIN Etienne (CM2B) EZZEDINE Elena (CM2A) Camille MONTILLET Youssef ZAHNOUN		Bus Manager LFS/DSS Luc XU	
		Donghu M. Zheren XU Vice President	



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1. BUS ORGANIZATION

Bus Manager Reporting line




From LFS Luc the bus Manager has a support of 2 persons and also the support of Simon Lepemhuizic, the Service Support Coordinator. All this support helps him to focus on the most important task of the bus. Almost all mails are Answered in less than 24 hours thanks to the team.

2) Main Indicators of the Bus Service

2. MAIN INDICATORS OF THE BUS SERVICE

Indicators	Key figures
Number of students taking the bus (LFS + DSS)	725
Number of buses	47
Number of bus lines in the morning	43
Number of staff bus lines	4
Number of bus lines after 5pm	20
Number of bus assembly points in the morning	150
Filling rate	76%
Number of KM performed per day by all lines	2300km

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3) Operational Indicators of the YP Bus Service

3. OPERATIONAL INDICATORS OF THE BUS SERVICE

PUNCTUALITY REPORT (DECEMBER 2020 – FEBRUARY 2021)

MONTHS	NUMBER OF TRIPS (Morning)	PUNCTUALITY RATE
September 2021	814	98.40%
October 2021	611	97.71%
November 2021	470	99.14%

Main information

- Exchange bus 8Y and bus 22Y (Bus 22Y was a smaller bus compare to 8Y and it was full)
- Exchange assistant bus 11Y and 15Y, we switched them (Unjustified parents complains)


Punctuality is at the correct level and we will continue to do our best to improve.

3. OPERATIONAL INDICATORS OF THE BUS SERVICE

INCIDENT REPORT (SEPTEMBER 2021 - NOVEMBER 2021)

	SEPTEMBER	OCTOBER	NOVEMBER	TOTAL
Accident	0	0	0	0
Light accident (scratches)	2	2	0	4
Technical failure	1	2	0	3
Others (abnormal incident)	0	0	0	0

One accident should be considered serious. A seat belt did not work well, so although a child was strapped in, he was thrown into the seat in front of him and hit his head. He was in the hospital for observation. We asked Donghu to check the bus security organs more frequently.

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
4) Incidents reported by Bus Assistants

4. Incidents reported by bus assistants

Date	Ligne	Nom d'élève	Niveau	Primaire/Secondaire	RAS
13/10/2021	22Y			Primaire	9
20/10/2021	20Y			Primaire	8
29/10/2021	23Y			Primaire	8
3/11/2028	20Y			Primaire	8
27/10/2021	15Y			Primaire	7
28/9/2021	23Y			Primaire	6
29/10/2021	29Y			Primaire	6
2/11/2021	10Y			Primaire	6
2/11/2021	10Y			Primaire	6
26/10/2021	27Y			Primaire	6
15/11/2030	40Y			Primaire	5
3/11/2023	4Y			Primaire	5
15/10/2021	15Y			Primaire	5
30/9/2021	22Y			Primaire	5
25/10/2021	23Y			Primaire	5
19/10/2021	15Y			Primaire	5

4. Incidents reported by bus assistants

29/9/2021	23Y		Primaire	4
12/11/2030	4Y		Primaire	4
21/10/2021	220Y		Secondaire	4
2/11/2021	10Y		Primaire	4
14/10/2021	20Y		Primaire	4
3/11/2027	20Y		Primaire	4
4/11/2030	24Y		Primaire	4
28/10/2021	22Y		Primaire	4
15/11/2030	40Y		Primaire	4
20/9/2021	10Y		Primaire	4
28/9/2021	10Y		Primaire	4
2/11/2021	10Y		Primaire	4

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4. Incidents reported by bus assistants

2/11/2021	10Y		Primaire	3
13/10/2021	12Y		Secondaire	3
29/10/2021	24Y		Primaire	3
28/9/2021	20Y		Primaire	3
11/11/2030	203Y		Secondaire	3
18/10/2021	22Y		Primaire	3
2/11/2021	10Y		Primaire	3
15/11/2030	42Y		Primaire	3
1/11/2021	220Y		Secondaire	3
28/10/2021	5Y		Primaire	3
29/9/2021	3Y		Primaire	3
27/10/2021	4Y		Primaire	3

4. Incidents reported by bus assistants

23/9/2021	4Y		Primaire	2
4/11/2030	203Y		Secondaire	2
15/11/2030	40Y		Primaire	2
1/11/2021	23Y		Primaire	2
11/10/2021	12Y		Primaire	2
20/10/2021	13Y		Primaire	2
27/10/2021	14Y		Primaire	2
16/9/2021	20Y		Primaire	2
26/10/2021	40Y		Primaire	2
30/9/2021	22Y		Primaire	2
3/11/2025	10Y		Secondaire	2
25/10/2021	23Y		Primaire	2
21/10/2021	11Y		Primaire	2
30/9/2021	22Y		Primaire	2
28/9/2021	22Y		Primaire	2
20/10/2021	11Y		Primaire	2
29/9/2021	25Y		Primaire	2
20/10/2021	11Y		Primaire	2
29/10/2021	4Y		Primaire	2
23/9/2021	11Y		Primaire	2
15/11/2030	40Y		Primaire	2
20/9/2021	10Y		Primaire	2
26/10/2021	4Y		Primaire	2
19/10/2021	10Y		Primaire	2
15/9/2021	10Y		Primaire	2


The situation in 2020 was the following

- Number of incidents reported per month: 180

Current situation in 2021

- Number of incidents reporter per month: 100

When we look at the figures, we can think that the situation is greatly improving, in fact things are more mitigated. We are seeing a very slight improvement, and above all a reduction in the reporting of incidents by bus assistants, because parents are not kind with them. When something is reported coming from the bus, parents and students guess that it is most probably the assistant. So they start harassing them, and unfortunately, we are not always aware.

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5) Training on Safety & Behavior for Bus Assistants & Drivers

5. Training on safety & behaviour – For bus assistants & drivers

Since January Police came once a month

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

Training Drivers & Assistant:

DISCIPLINE by LFS-DSS
 RESPECT OF TRAFFIC REGULATION
 SPEED & LAW by traffic bureau officer
 SERVICE TO STUDENT by LFS-DSS
 EMERGENCY by Supplier & LFS-DSS

Quality process improved by Key Performance Indicator:


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



5. Training on safety & behaviour – For bus assistants & drivers



- Daily cleaning of buses in the morning after the morning trip. Done by bus assistants and drivers
- Safety checks every day (seatbelt, lights, tires)
- 7 times per year a safety control is performed by the police (Once every 2 months)

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6) Training on Safety & Behavior for Students

Every school year each class is trained on safety and behavior inside the class

They also have a training to leave the bus in case of accident

Training of all classes is taking 2 weeks.

We are currently updating the training and will start just after Christmas.

7) Action Plan – Bus Survey

7. 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

- More interaction with the parents of the commissions, this helps a lot to resolve concerns with the parents.
- FAQ completed, to be delivered to Yangpu and Qingpu parents for comments and adding new questions.
- Budget planned for Transun software improvements.


7. Action plan

#	ITEM	DETAILS
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.

- Workshops have been organized with French students and pedagogic team. The main outcome of this meetings was the creation of mediators (students who will help the bus assistant in case of communication problem, it would be nice if we had an LFS / DSS binomial).
- The sanctioning procedure applied to the LFS is as follows

1- Oral Warning 1	3- Written warning 1	5- Temporary exclusion from bus (3 days)
2- Oral warning 2 + Email to parents	4- Written warning 2	6- Definitive exclusion from bus

- Training every Friday starting at 8.00 am (Review of incidents of the week + training of different aspects)
- **Promotion of students/staff/parent is not done yet**

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7. Action plan

#	ITEM	DETAILS
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 vehicle maintenance and reports
5	Route	Change on routes and process to be clarified in a FAQ by explaining the administrative and authorities process

- **Cleaning** : Buses are cleaned every morning after the morning trip, it is done by drivers and assistants. They also have the responsibility to check daily the main security items inside the bus.
- **Security** : As said above bus assistants and drivers must daily check all security items. Monthly we have the visit of transport police to also check some of the buses. 7 times per year (every 2 months) each bus must have a deep external control managed by the police.
- **Change of routes**
 - ❖ Basically change of route is not allowed, exceptionally the bus manager can authorize a change of route when there is traffic jam and students may arrive late to school or when there is an accident blocking the road.
 - ❖ To change definitely a route we have to ask the authorization to the traffic police, this means we have to fill different forms and expect a positive decision. We can only apply on a change of route every first week of odd months, this means every 2 months we have the possibility to apply but answer may vary from time to time.

8) Q & A

8. Questions & Answers

1. Creation of new stops on several lines


1.1- What are the conditions to create a new stop

To be able to create a new stop there are many conditions:

1. We have to analyze first the current bus circuit and see if it is possible to add a new stop: Security, place in the bus, no delay on arrival to school, place of stop (it is minimum 5 minutes to add on the circuit time)
2. Police authorization

1.2- New request - Line 14Y (or 39Y?): A new family arrived in Shanghai at the end of September. First in an apartment hotel, their 2 children (Ines in 2nd and Kenza in 5th) took the morning bus N° 14Y and the 214Y at 5pm. They are going to move into the "Gascogne" residence on Huaihai road They have 2 questions: - Get more details on the 5 pm return bus - Add a stop on line 14Y for their residence. (They want to keep the same bus....) To their knowledge, a few families are in the process of settling in and are in discussion with Luc on this subject. They do not know if the discussion concerns the bus N° 39Y or N° 14Y.

- The most suitable return bus is bus 212, and it can get off at Yanping road
- We cannot guarantee this family that they will be on the 14Y bus, we try as much as possible to accommodate the families, but staying on a bus is not a priority. We offer the solution which best suits to the location of the family and in this case it would rather be the 39Y bus.

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8. Questions & Answers

2.- Bus delays in the morning at the last stop, line 5Y:

The route of line 5Y in the morning is as follows

5Y	5Y	5Y	203Y	6H55	500 Middle Yin Cheng Lu 银城中路600号	Lujiazui
5Y	5Y	5Y	203Y	6H57	108 Shang Cheng Lu 商城路108弄	Lujiazui
5Y	5Y	5Y	203Y	7H00	Ju Yuan, Gate on Shang Cheng Lu 聚园, 商城路门	Lujiazui
5Y	5Y	5Y	/	7H05	Gao Yang Lu/Tang Shan Lu 高阳路/唐山路	Hongkou

A parent whose child takes the bus at the last stop on the line says the bus runs most often at 7.15am, not 7.05am.

What is this due to?

- Longer than estimated journey time between the penultimate stop and the last stop?
- Or delay of pupils at previous stops?

Maybe we need to review the changeover time at the last stop?

We looked at the transit times at the stops on the Transun tool and did not notice anything abnormal, we will be paying close attention to this bus in the days to come.

We will show you the results we found on the Transun tool.

8. Questions & Answers

3.- Buses depart later and later in the afternoon

In general, it seems that children take an increasingly long break before the bus leaves, so that the buses leave later and later.

Did you make the same observation?

Another question: disparity in the time of arrival between 2 buses from the same residence.

For example, lines 2Y (German bus) and 4Y (French bus) at the first stop Yanlord Garden, Bus 2Y arrives 10 minutes before bus 4Y. Why?

First, we need to clarify that there is no break between school and bus departure for the Primary.


Occasionally, students have left class a little late and joined the bus a little late.

There were also times when we lacked information whether children take the bus or not, this information does not always come up in time, which leads to research and waste of time.

Improvements are being studied and implemented

We are considering putting on a ringtone or music to signal that within 5 minutes buses will start to leave.

We need to have the agreement of the LFS/DSS management.

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8. Questions & Answers

4.- What about the problem of the bus break between 3 p.m. and 5 p.m. - Yangpu timetable between LFS and DSS?

Have you made progress on this difficulty? What is blocking the alignment of schedules?

What is the additional cost for adding drivers on 10 buses.

- A meeting was organized with Anne-Sophie Gouix, the directors of Primary and Secondary, the General Services and the director of the DSS (who currently supervises the two sites). We had come to an acceptable conclusion and she was to discuss it with the staff at DSS Yangpu.
- The final conclusion was negative.
- The cost to add additional drivers would be around $7,000 * 13 * 10 = 910,000$ RMB / year

5.- Masks worn by drivers and ayis

Some parents of city-center buses have found that the drivers and / or ayis do not have masks or wear them under the chin.

Would it be possible to remind them to wear the mask properly and to set an example for the children?

Wearing a mask remains compulsory and we remind the assistants and drivers to respect that rule. They must show the example, otherwise it will be difficult to ask students to wear masks.

The question 4 brings a long debate between DSS and LFS. It is agreed that another specific meeting will be organized to deal with this topic as it will not be possible to reach an agreement today. The meeting is scheduled on Tuesday November 30th (from 10.30 to 11.30).

8. Questions & Answers

6 Staff bus _ Change of bus and circuit

6.1.- Line C (plate number 沪 To 1361) seems to be the oldest bus among all the 40 or so buses we have in progress. This bus smells very strongly confirmed by staff who use this bus such as Ms ABADI and HEAD of COCU Ivo / DSS. In terms of security, the seat belts are half broken. In terms of cleanliness, the seats are dirty with hair, fabrics, crumbs... (attached a photo of the seat as proof). The window at the top is broken, ie when it rains hard outside, it rains lightly inside... with wind of course.

We have 2 new buses in order, so as soon as those buses will be delivered we will change this bus.

6.2. The staff bus circuit does not seem to be optimized to collect as many staff as possible.


- What are the circuits of the 4 staff buses currently in use?
- What is the collection rate for staff who wish to take the bus but cannot?
- Is it possible to carry out a survey to allow an optimization of the circuits?

2 Pudong : Lujiazui , plus loin que Lujiazui

2 Puxi : Centre consullat americain, IPAM centre no close bus stop possible

No knowledge of the collection rate

OK to carry a survey

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8. Questions & Answers



7. What is the rule if parents are late at the stop to collect their child?

The bus must return to school and parents will collect the kid at school at the guard house. Why:

- Buses have to be back on time for the next trip and cannot wait the parents
- Drivers must not drive more than 4 hours continuously, we must give them the opportunity to rest before the next trip.


8. What to do if a child on the bus needs to use the bathroom.

Should we stop the bus?

Should the assistant accompany him?

What about safety on the bus in the absence of the assistant?

The school's position to this day is that the bus should not stop for insurance issues

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Parents' feedback Bus service DSSY

DSS has launched a survey on the bus service among parents. We ask you to find in the following slides the result of this survey

The EBR asked the DSSY parents for a feedback regarding the bus service

- Ayis and Drivers take good care of the kids and are very friendly (2Y, 5Y, 9Y, 11Y, 17Y, 37Y, 41Y)



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The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Routes

- Some lines do not have an optimal setting of the routes.
This leads to long transfer times and very early departure and late arrival times of the kids.
- Parents are not informed when routes are changed and therefore buses arrive at a different time at the bus stop and the contact person is not there yet.
- Driving time of one bus line has been improved for more than half an hour. Then it has been changed again (now over one hour) without informing the parents upfront.
- Different transfer times in the morning (30-35 min) and in the afternoon (60 min).
- Some busses arrive very early at the school.

? How are the routes set up? Are they checked at the times the bus will go?


? Is there a maximum driving time when it comes to the definition of the routes?

! Please ensure that it is always the fastest route.

Transfer times of one hour or more are not ideal for younger kids of 3 years and older.



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The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Departure time Friday

- The (hungry) kids are sitting in the bus for a very long time (around 30 min). This leads to a transfer time of up to 1.5 hours between check-in and arrival.

⚠ Please guide the kids later to the bus
or let them eat in the canteen
or split the bus lines
or ask the French kids to board the bus together with the German kids

➤ Driving

- Bus drivers drive very fast and are not driving with foresight (e.g. accelerating when approaching a traffic light that is about to turn red). This leads to continuous sharp breaking (bags "fly" through the buses and kids vomit).

!! SAFETY



33

The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Safety


- Ayi didn't know how to fasten the safety-belt. Kindergarten-kid drove two weeks without safety-belt.
- Bus arrived earlier at the bus station. Contact person was not there yet so the kid has been dropped at the compound guards.
- Driving (too fast, not foresighted, sharp breaking).
- Buses are old and not very well maintained (this includes the safety-belts).
- Buses are not clearly marked as school bus (no logo).
- Kids are often not logged-in when they board the bus.
- Buses are too cold in summer -> health

⚠ Please train the Ayis on safety and how adjust the AirCon and to use the Transun APP
⚠ Please implement a process to inform the contact persons in case they do not show up in time at the bus stop

⚠ Please ensure well maintained buses
⚠ Please clearly mark the buses as school bus by using our school logo



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 <div>LYCÉE FRANÇAIS DE SHANGHAI 上海杨浦法国外籍人员子女学校</div>	Minutes of meeting			Page 14/15
	Reference SG-YP-TC-2021.11.25	Version V.1	Date 25 November 2021	
	<div>CANTEEN</div> <div>Transport Committee Yangpu</div>			

The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Transun APP

- The Ayis do not know how to log-in and log-off the kids so the parents do not know when and if the kids arrived the school or if they are on the bus on their way home.
- In some buses the boarding and arrival time of the kids are the same.
- The APP doesn't show the current position of the bus.
- Ayis do not respond to messages via the APP.

📌 Please ensure that the Ayis know how to use the APP

➤ Bus changes for kids

- Kids cannot change the bus to meet their friends for a playdate during the week
- Kids cannot change the bus to meet their friends and/or class mates to learn for tests or do homework together.



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The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Discipline


- No clear seating anymore: young kids used to sit in the front, the older ones in the back. With this seating the Ayis could check if all the kids are on board and could take care of the young ones while the older ones could chill or chat in the back. Now it is just chaos and very loud as everyone is shouting.
- Respect!!!!!!
No swearing, bullying and insulting. This becomes a habit for many French kids.
- The Ayis do not step in to solve the situation.
- The German kids had to sign an agreement on how to behave on the bus and are frustrated that just they seem to have to follow the rules.

📌 Please ensure the seating of young and older kids in different parts of the bus so all kids can arrive relaxed at school or home

📌 Kids should be respectful and follow the bus rules. Otherwise excluding them from the bus transport for a few days may underline the importance of respectful behaviour.



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 <div>LYCÉE FRANÇAIS DE SHANGHAI 上海杨浦法国外籍人员子女学校</div>	Minutes of meeting			Page 15/15
	Reference SG-YP-TC-2021.11.25	Version V.1	Date 25 November 2021	
	<div>CANTEEN</div> <div>Transport Committee Yangpu</div>			

The EBR asked the DSSY parents for a feedback regarding the bus service

NEGATIVE
FEEDBACK

➤ Bus manager

- No upfront communication by the the bus manager with the parents if kids are changed to a new bus line.
- No upfront communication by the bus managers with the parents if the arrival time at the bus stop changes.
- No response to mails and phone calls.
- When kids show up in his office to address issues he is either not there or has no time or doesn't understand English.
- No will or intention to find a solution or support when parents address wishes or ask for improvement. Often members of the DSSY have to be asked for support.
- Line 42Y had an accident on September 22nd. The kids had to change the bus and arrived late at school. The kids told the parents in the afternoon who contacted the bus manager **who didn't know about this at all!!! One of the kids hit the head and stayed all day at school as no one knew about the accident. In the evening it vomited and had to be taken to hospital where it was proved that it had a concussion from the accident.**

❓ **How can it happen that the bus manager doesn't notice that another bus arrives late at school without knowing the reasons for that?!? If the kids wouldn't have told about the accident at home no one would have known???!**



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Following the results of the survey done by DSS, both schools will take some decision to improve the situation inside The bus and ease the work of bus assistants.