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Meeting minutes

1. Time:

Dec. 4th, 2023, 10:00am to 11:15am

2. Present:

- LFS:
 - M. Benjamin BILTERYST, CEO
 - Mrs Livia RAFIDISON, COO
 - M. Willy BONGA, Support Services Manager
 - Mr. Hongwei WANG, Support Services Assistant (reporting)
 - Mrs. Xuefei SHEN, Support Services
 - Mrs, Eric LANZI, CPE of Secondary School
 - Mrs. Wei-lien HUANG, Vie Scolaire of Primary School
 - M. Sébastien FERRY, Parent Representative
 - M. Bin LI, Parent Representative
 - M. Emmanuel DANION, Parent Representative
 - Mrs. Laetitia LEMONNIER, Student Representative
 - M. Jerry SU, Student Representative
- DSS:
 - Mme. Susanne HEB, Head of Administration
 - Mr. Christopher Waldhuber, Cocu
 - Mrs. Kristina BAAIS


 - Mrs. Iris Kaiser, Parent Representative
 - Mrs. Mady Jahnz, Student Representative
 - Mrs. Naomi Paeslack, Student Representative
- Common team:
 - Mr. Qu, Bus Manager for Eurocampus

3. Absents excused:

- LFS:
 - Mr. Jean KURDZIEL, Director of Primary School
 - Mrs. Emmanuelle BLANC-TORES, Director of Primary School
 - Mr. Cyril DROUIN, Parent Representative
 - Mr. Achille MESSI, Staff Representative
- DSS
 - Mr. Jan Van Loon, Parent Representative
 - Jamie, Student Representatives
 - Aron, Student Representatives

4. Agenda:

- 1) Committee regulations
- 2) Roundtable members presentation
- 3) Bus organization
- 4) KPI Audit Result
- 5) Main indicators of the bus service
- 6) Operational indicators of the QP bus service
- 7) Incidents reported by bus assistants

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- 8) Training on safety & behaviors for bus assistants & drivers
- 9) Training on safety & behaviors for student
- 10) Action plan:
 - 10.1 Bidding
 - 10.2 Parking modification planning QP Campus
- 11) Q&A

5. Development:

- 1) Committee regulations:

The basic rules described in the slide are explained by Mrs. Bonga.

GOAL

Committees are dedicated to handle regular questions related to the topics of Bus. Generally, Committees promote a mutual, healthy and transparent relationship between Schools, parents, staff and student representatives, as to improve the general service quality, within its existing constraints, by sharing information about works, projects in progress, and answering questions about areas of concern.

LIMITS OF SCOPE

Committee Members are not a decision-making body, but a consulting body. Decisions will be made by schools' services, principal and boards. Committee Members shall set aside any personal conflict of interest during Committees.

COMPOSITION OF COMMITTEES

Committees are joint Committees of both LFS and DSS schools.

TIME FRAME

Joint LFS/DSS Committees are in-person Committees and take place at least twice per school year, on the Schools' initiative. When events require it, Schools can call for extraordinary Committees with 3 days of forewarning. They can be in-person or online Committees. Dialogue and feedback to the Schools are possible all along the school year, as well as informal Committees involving LFS only or DSS only.

2) Roundtable members presentation

The committee members of LFS and DSS schools are as follows:

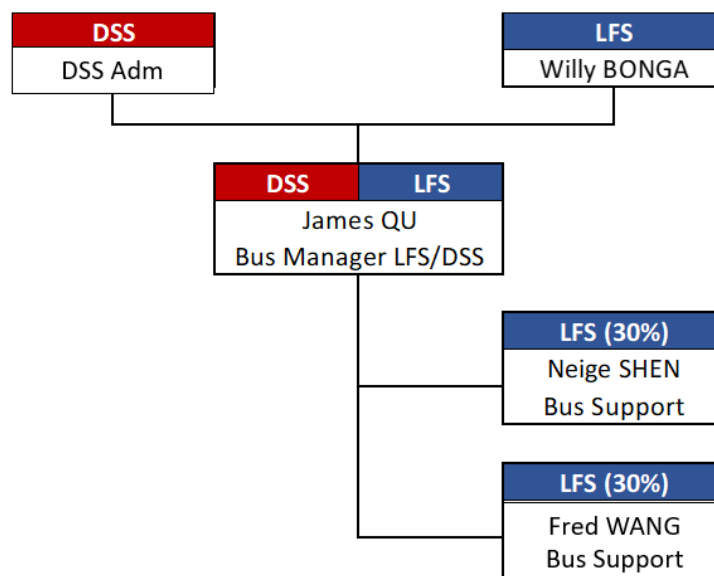
LFS	
Administration	
CEO	M. Benjamin BILTERYST
COO	Mrs Livia RAFIDISON
Support Service Manager	M. Willy BONGA
Deputy Headmaster	Mrs. Emmanuelle BLANC-TORES
Headmaster of Primary School	M. Jean KURDZIEL
CPE / Assistant of Vie Scolaire Secondaire	M. Eric LANZI
CPE / Assistant of Vie Scolaire Primaire	Mrs Wei-lien HUANG
Staff Representatives	M. Achille MESSI
	M. Cyril DROUIN
Parent Representatives	M. Sébastien FERRY
	M. Emmanuel DANION
	M. Bin LI
Student Representatives	Jerry SU (TERM C)
	Laetitia LEMONNIER (TERM C)


DSS	
Administration	Mme. Susanne HEB
Head of Administration	
Cocu	M. Christopher Waldhuber
Student Administration	
Head of Kindergarten	Mrs. Kristina BAAIS
Assistant of Primary School	M. Roberto GOHR
Parent Representatives	Mme. Iris Kaiser
	Jan Van Loon
Student Representatives	Jamie
	Aron

DSS / LFS COMMON	
Bus Manager	Mr. James QU




3) Bus organization

| Bus Manager Reporting line



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4) KPI Audit Result

EVALUATION 评估

GENERAL INFORMATIONS

Date & time of the evaluation 评估日期和时间	01 December 2023 at 8.30	Auditor(s) LFS: Name / Department 法语学校审计员: 姓名/部门	Xuefei Shen / Willy Bonga / James Gu / Hongwei Wang
Supplier participants 服务参与人员	Donghu : Miao Tingting/ Zuo Xie/ Gu Xin	Auditor(s) DSS: Name / Department 德国学校审计员: 姓名/部门	Jens Boars / Christoph Waldhuber
Evaluation # - Semester # 评估 # - 半年度 #	E2023-2024 - S1	Announced audit? 预先通告的审计?	YES

items	Score	Max	Weight
1 Maintenance operations	19	/25	
2 Children safety	20	/20	
3 Light accident	8	/12	
4 Breakdown	6	/6	
5 Bus Arrival Time	8	/8	
6 Bus monitoring App	8	/8	
7 Training - Bus drivers and assistants	21	/21	
TOTAL SCORE	90		

Need improvement and a clear action plan <80 80 ≤Accepted

The 10 points lost:
 6 points were due to changing drivers which put at risk the bus license,
 4 points were due to one traffic accident with Donghu responsibility


5) Main indicators of the bus service

Indicators	Key figures 2022-2023	Key figures 2023-2024*	
Number of students taking the bus (LFS + DSS)	770	740	-3.90%
<u>Number of buses</u>	46	44	-4.35%
Number of student bus lines in the morning	42	40	-4.76%
Number of student bus lines after 5pm	20	19	-5%
Number of lines to go to subway station <u>Xujing Dong</u> and <u>Jiuting</u>	2	2	0%
Number of staff bus lines	4	4	0%
Number of bus assembly points in the morning	140	136	-2.86%
Filling rate	62.27%	62%	-0.27%
Number of KM performed per day by all lines	2345km	2200km	-6.18%

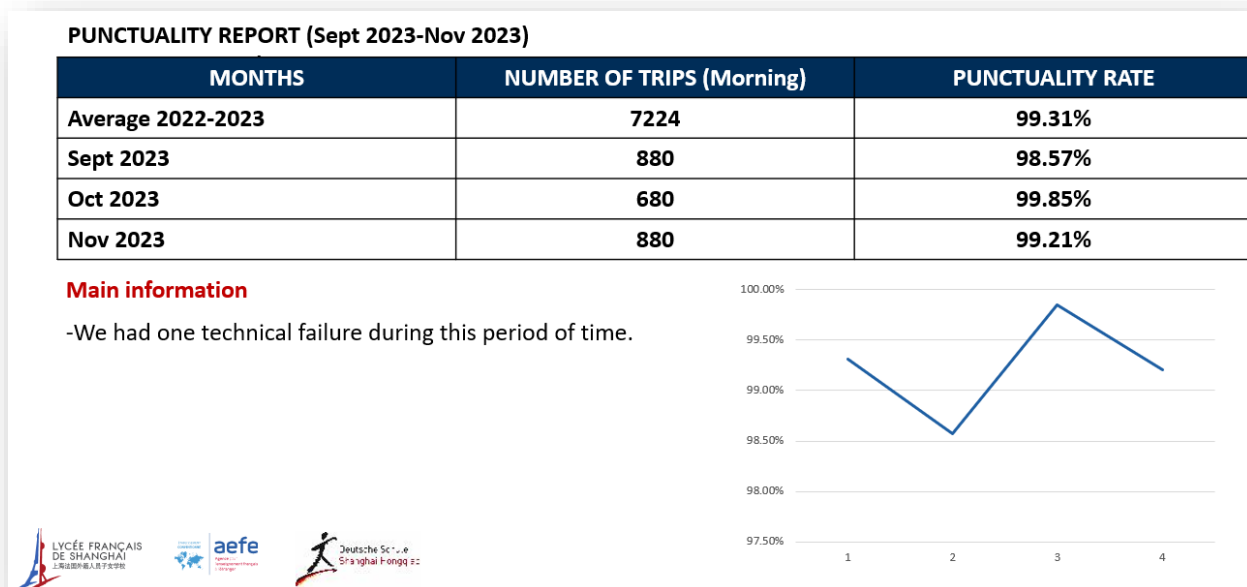
* Datas taken in November

Compared with last year, we indeed have less students registered for the bus service.

The total number of bus lines decreased as well. In general, the average filling rate of the buses is lower than last year.

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6) Operational indicators of the QP bus service



The punctuality rate in the first three months of this year decreased by 0.27% compared to the average of last year.

Mainly caused by road construction near the school in September. After adjusting the departure time for some routes, the on-time rates in October and November were both above 99%.

INCIDENT REPORT (Sept 2023-Nov 2023)

	Sept	Oct	Nov	TOTAL
Accident	0	0	0	0
Light accident (scratches)	1	0	2	3
Technical failure	0	0	0	0
Others (abnormal incident)	1	1	0	2

5 light accidents, one of which is our responsibility.



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7) Incidents reported by bus assistants

Mr. Bonga showed that schools have observed many students' improper behaviors since the beginning of this school year. (some examples as follows):

6. Incidents reported by bus assistants

Date	Bus No.	Ride Type	School	Inappropriate Behavior	Create Time
2023-09-06	50	Pick-up	LFS	fight	2023-09-06 07:42:32
2023-09-06	50	Pick-up	LFS	stand up	2023-09-06 07:42:32
2023-09-06	11	Pick-up	DSS	do not fasten the seat belt	2023-09-06 07:34:24
2023-09-06	11	Pick-up	DSS	do not fasten the seat belt	2023-09-06 07:34:13
2023-09-07	11	Drop-off	DSS	do not fasten the seat belt	2023-09-07 15:25:40
2023-09-07	11	Drop-off	DSS	do not fasten the seat belt	2023-09-07 15:25:19
2023-09-08	16	Drop-off	LFS	move	2023-09-08 13:28:02
2023-09-08	16	Drop-off	LFS	shout with high voice	2023-09-08 13:12:25
2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:50:43
2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:49:38
2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:21:51
2023-09-12	5	Drop-off	DSS	eat	2023-09-12 15:40:57
2023-09-13	43	Drop-off	DSS	parents late for picking up the kid	2023-09-13 15:51:24
2023-09-13	43	Drop-off	DSS	parents late for picking up the kid	2023-09-13 15:51:11
2023-09-14	36	Drop-off	LFS	quarrel	2023-09-14 15:18:22
2023-09-15	120	Drop-off	LFS	stand up	2023-09-15 17:35:09
2023-09-15	43	Drop-off	LFS	shout with high voice	2023-09-15 13:01:56
2023-09-18	16	Drop-off	LFS	fight	2023-09-18 15:53:12
2023-09-19	1	Drop-off	LFS	do not fasten the seat belt	2023-09-19 17:08:38

Date	Bus No.	Ride Type	School	Inappropriate Behavior	Create Time
2023-09-06	50	Pick-up	LFS	fight	2023-09-06 07:42:32
2023-09-06	50	Pick-up	LFS	stand up	2023-09-06 07:42:32
2023-09-06	11	Pick-up	DSS	do not fasten the seat belt	2023-09-06 07:34:24
2023-09-06	11	Pick-up	DSS	do not fasten the seat belt	2023-09-06 07:34:13
2023-09-07	11	Drop-off	DSS	do not fasten the seat belt	2023-09-07 15:25:40
2023-09-07	11	Drop-off	DSS	do not fasten the seat belt	2023-09-07 15:25:19
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2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:50:43
2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:49:38
2023-09-11	120	Drop-off	LFS	shout with high voice	2023-09-11 17:21:51
2023-09-12	5	Drop-off	DSS	eat	2023-09-12 15:40:57
2023-09-13	43	Drop-off	DSS	parents late for picking up the kid	2023-09-13 15:51:24
2023-09-13	43	Drop-off	DSS	parents late for picking up the kid	2023-09-13 15:51:11
2023-09-14	36	Drop-off	LFS	quarrel	2023-09-14 15:18:22
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2023-09-15	43	Drop-off	LFS	shout with high voice	2023-09-15 13:01:56
2023-09-18	16	Drop-off	LFS	fight	2023-09-18 15:53:12
2023-09-19	1	Drop-off	LFS	do not fasten the seat belt	2023-09-19 17:08:38

Date	Bus No.	Ride Type	School	Inappropriate Behavior	Create Time
2023-11-23	16	Drop-off	LFS	shout with high voice	2023-11-23 15:33:15
2023-11-23	50	Pick-up	LFS	play with dangerous or sharp item	2023-11-23 09:33:45
2023-11-24	16	Drop-off	LFS	do not fasten the seat belt	2023-11-24 16:10:27
2023-11-24	16	Drop-off	LFS	stand up	2023-11-24 16:10:27
2023-11-24	16	Drop-off	LFS	shout with high voice	2023-11-24 16:10:27
2023-11-27	105	Drop-off	LFS	do not fasten the seat belt	2023-11-27 17:11:28
2023-11-27	5	Drop-off	LFS	shout with high voice	2023-11-27 15:46:05
2023-11-27	5	Drop-off	LFS	shout with high voice	2023-11-27 15:45:52
2023-11-27	5	Drop-off	LFS	shout with high voice	2023-11-27 15:40:19
2023-11-27	5	Drop-off	LFS	shout with high voice	2023-11-27 15:39:55
2023-11-27	11	Pick-up	DSS	do not fasten the seat belt	2023-11-27 07:38:30
2023-11-27	11	Pick-up	DSS	do not fasten the seat belt	2023-11-27 07:38:19

It is forbidden to eat on the bus, students can drink but the bottle must be able to be closed.

However, compared with last year's figure, the total number of bad behaviors observed has decreased with satisfactory results.



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The situation in 2021 was the following

- Number of incidents reported per month (average): 137

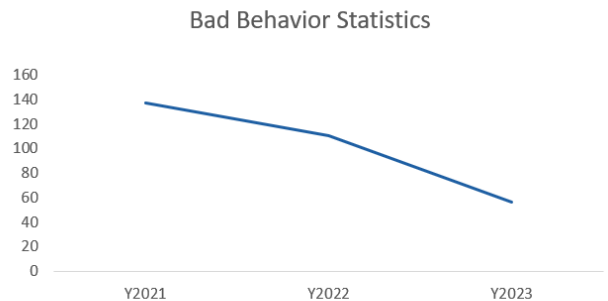
Situation in 2022

- Number of incidents reporter per month (average):111

Current situation in 2023

- Number of incidents reporter per month (average): 57

Compared to 2022, it has decreased by 48.6%



Mr. Bonga explained the sanction procedure (see the slide below) to students who do not respect the bus discipline. Once the bus assistants observe any improper behavior of students, they will mark on Transun and an alert will be sent automatically to the Vie Scolaire departments by email. Then LFS will investigate in the cases, and have a talk with students, bus assistants or drivers, or even the parents, if needed. Following the warnings given by the VS department, if the situation does not change, the student will be excluded, temporarily or definitively, from the bus.

Besides, LFS Support Services send to the VS department a monthly view per month.

Moreover, LFS proposes to DSS to apply the working method in Qangpu which allows the French VS department to meet German Cocu department if any issue concerning both schools happens.

On LFS side, we have a clear process together with the Vie Scolaire

- 1. LFS Vie Scolaire/CPE receive the warning messages from Bus Assistant and will orally speak to the concerned studnets, Support Services can help to check with the Bus Assistant as well.
- Process is applied as follow

1 – Oral warning 1

2 – Oral warning 2 + Email to parents

3 – Written warning 1 (Pronote / Cahier)

4 – Written warning 2 (Pronote / Cahier)

5 – Temporary exclusion from the bus (3 days)

6 – Definitive exclusion from the bus

- 2. LFS Support Services will send to Vie Scolaire a monthly view on the warnings sent
- *Process will be applied depending on the incident recorded

8) Training on safety & behaviors for bus assistants & drivers

Our Transportation Service supplier, Donghu, regularly organizes all kinds of safety trainings to bus drivers and assistants

7. Training on safety & behaviour For bus assistants & drivers

Police did the training with assistants & drivers
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 leaning, disinfection, safety after each trip
WEEKLY Maintenance
EVERY SEMESTER with police



Training by police on Sep



Training by Donghu Direction



Training by LFS Direction and Tranun supplier on Sep

7. Training on safety & behaviour maintenance

Monthly report to track the bus service of Donghu

上海青浦鐵路法學校升格後巴士服務月報									
Monthly Bus Inspection Summary Report									
日期	項目	檢查人	檢查日期	檢查地點	檢查結果	備註	處理日期	處理人	備註
2023-12-01	安全	張三	2023-12-01	第一車隊	合格				
2023-12-02	安全	李四	2023-12-02	第二車隊	合格				
2023-12-03	安全	王五	2023-12-03	第三車隊	合格				
2023-12-04	安全	趙六	2023-12-04	第四車隊	合格				
2023-12-05	安全	錢七	2023-12-05	第五車隊	合格				
2023-12-06	安全	孫八	2023-12-06	第六車隊	合格				
2023-12-07	安全	周九	2023-12-07	第七車隊	合格				
2023-12-08	安全	吳十	2023-12-08	第八車隊	合格				
2023-12-09	安全	鄭十一	2023-12-09	第九車隊	合格				
2023-12-10	安全	王十二	2023-12-10	第十車隊	合格				



9) Training on safety & behaviors for students

Every school year each class is trained on safety and behaviour

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

We did the training in Oct for the 1st semester.



10) Action plan

10.1 Bidding

Our bus contract will end in 31 July, 2024, we are currently preparing a bid to have a new contract.

The planning is the following:

1. 25th Nov, bid documents preparation (**already done**).
2. 1st Dec, Market analysis to find potential suppliers (**on going**)
3. 6th Dec, meeting with all potential bidders.
4. 8th Dec, launch the formal bid.
5. 22nd Dec, 1st answers.
6. 29th Dec, selection of last 3 suppliers, relaunch the 2nd tour of the bid.
7. 12th Jan, 2nd answers.
8. 19th Jan, start the negotiation.
9. 2nd Feb, selection of supplier and formal award.



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10.2 Parking modification planning QP Campus

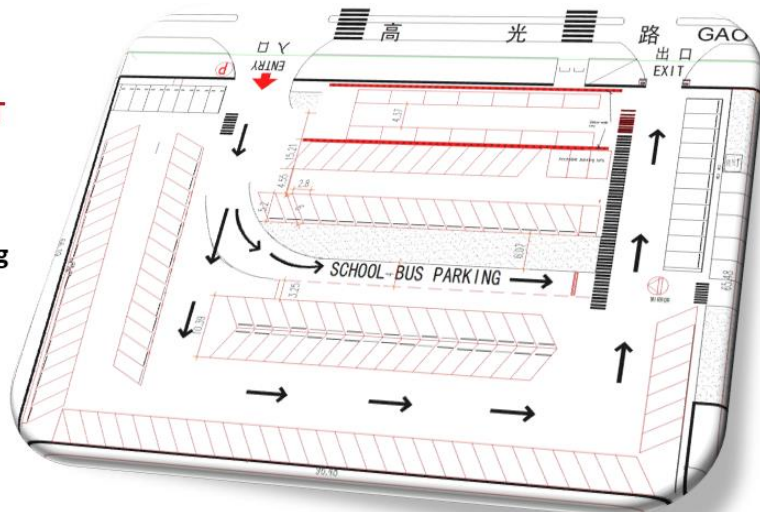
PARKING MANAGEMENT PLAN 1

Authorized parking permit is planning to be provided by school



PARKING MANAGEMENT PLAN 2


Optimize the routes for entering and exiting parking



PARKING MANAGEMENT PLAN 3


Optimize Bus Lane Plan in front of the school by adding one more lane: TWO LANES FOR BUS, ONE FOR PARENTS



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6. Q&A:

- a. Parent representatives: The bus routes optimization mechanism, since the construction work is finished, will bus manager consider to change some bus routes, in order to make kids arrive earlier or leaving late, in order to sleep a little bit more. In regarding to some bus stops, some parents said Yangpu bus stops in front of their compound, but the Qingpu bus doesn't. They would like to know the reason.
- LFS: All buses were impacted by the construction work, only 10 buses we were obliged to adjust the departure schedule (in the morning). 2 lines have already came back to the normal schedule. We did not put all of them back to the normal schedule because some of them have a risk to arrive late at school. If Yangpu or Qingpu have the authorization to stop somewhere, this does not allowed the other school to stop there. In front the police Yangpu and Qingpu are two different schools.
- b. Parent representatives: Could you share the details of training programmes and refresher courses if any that all drivers have to undergo, such as defensive driving training for instance?
- LFS: As said in the presentation, the police is coming once every semester. Schools have a monthly training with ayis and drivers. Donghu has a weekly training with ayis and drivers.
- c. Parent representatives: here are some questions. They may not be fit for the transport commission. Feel free to answer offline.
- 1) Website update (remove mentions of health declaration form etc...). **Done**
 - 2) SI MON ENFANT NE PREND PAS LE BUS LORS D'UN CERTAIN TRAJET QUE DOIS-JE FAIRE ?
- LFS:
- Is it all to do? What about the application?
 - Is it the only official way
- 3) MON ENFANT A ETE REFUSE A L'ENTREE DU BUS CAR IL NE PORTAIT PAS DE MASQUE. POUVEZ-VOUS METTRE DES MASQUES A DISPOSITION ?
 - No more mask, right? **To be removed, have done**
 - 4) MON ENFANT A ETE REFUSE A L'ENTREE DU BUS CAR IL N'AVAIT PAS DE HDF (COUPON DE DECLARARTION DE SANTE).
 - No more health declaration form **To be removed, have done**
- The link to the charter is broken (404) **Update done**
- 5) Membres des commissions transport 2022-2023. What about 2023-24 **Update done**
- d. Parent representatives: 18:40 trips: application and approximate time for return. Is it possible to have the approximate time for return, like for other trips?
- LFS: **No, because of the traffic jam. We are unable to give a good timing.**
- Is it possible to have the bus position in the application? (*Even if there is no ayi*).
- No, there is no Ayi in this bus. All the passengers are in middle or high school.**

 <p>LYCÉE FRANÇAIS DE SHANGHAI 上海法租界人民子弟学校</p>	<h1>BUS</h1>	Minutes of meeting		Page 12/12
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- e. Parent representatives: **5. Data about arrival / departure time at bus stops**
 Regarding approximate time for arrival : are the figures provided recent ?
 LFS: **Yes, and you also have the transun app. 10 minutes before the arrival a reminder will be sent by the app.**
 Is it possible to get the historical data (stop / date / time) ? The idea behind would be to do some data visualization.
No, we do not keep the historical data.
- f. Parent representatives: **Driving smoothness**
 What kind of trainings and refresher are provided to the drivers?
 As it is a recurring topic with it own point in FAQ:
 LFS: **The driver, according to our child, drives too fast. What kind of analysis are done? Is it automatic?**
Refer to the presentation
We take your remark into account, the bus manager will analyze it and make a point with the driver if this is justified.
We check the GPS to confirm if the driver was driving fast, and we also remind the driver to drive safely. We ask parents feedback after some days.

COMMENTS during the meeting

DSS parents representative advise to use the electric bus instead of fuel: The school will analyze this proposal.

a. Staff representative: **Respect for Ayi**
 Some students treat their Ayi without enough respect, and some parents also shout at them. We count on parents to teach their kids how to behave with adults and friends.

Next meeting:

The **tentative** proposed date for the next meeting is Mar. 28, 2024, at 9:00- 10:15 am