



# AGENDA

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1. Transport Committee – Members & Bus Organization
2. Main Indicators of the Bus Service
3. Operational Indicators of the QP Bus Service
4. Incidents Reported by Bus Assistants
5. Training on Safety & Behaviour – For Bus Assistants & Drivers
6. Training on Safety & Behaviour – For Students
7. Continuous Improvement of Infrastructure
8. Q&A
9. Annex

# 1. COMMITTEE REGULATIONS – BASIC RULES

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## GOAL

The committee is responsible for addressing regular questions related to the bus service. Its purpose is to foster a **mutual, healthy, and transparent relationship** between schools, parents, staff, and student representatives. The committee contributes to **improving overall service quality within existing constraints** by sharing information on ongoing work and projects, and by responding to topics of concern.

## LIMITS OF SCOPE

The committee is a **consultative body, not a decision-making authority**. All final decisions are taken by school leadership, relevant school services, and the boards. Committee members are expected to **avoid conflicts of interest** and act impartially during committee discussions.

# 1. COMMITTEE REGULATIONS – BASIC RULES

## TIME FRAME

Joint LFS/DSS committees are conducted **in person** and take place **at least twice per school year**, initiated by the schools.

When necessary, the schools may convene **extraordinary committee meetings** with a minimum notice of **three days**. These may be held **in person or online**.

Ongoing dialogue with the schools is possible throughout the school year. **Informal meetings** may also take place involving **LFS only or DSS only**, depending on the topic.

## COMPOSITION OF COMMITTEES

Committees are **joint bodies representing both LFS and DSS**.

They are composed of representatives from both schools and may include school staff, parent representatives, and student representatives, depending on the subject matter.

## 2. TRANSPORT COMMITTEE – QINGPU – Members & Bus Organization

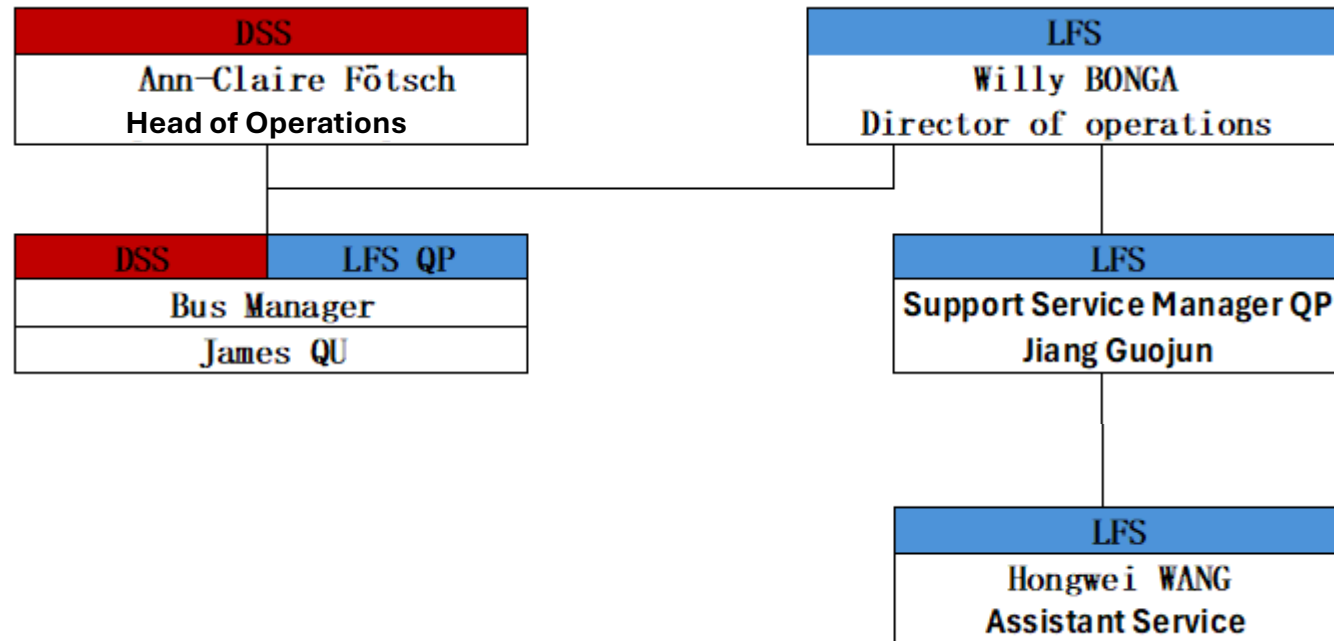
LFS	
<b>Administration</b>	
CEO	M. Benjamin BILTERYST
Director of operations	M. Willy BONGA
Deputy Headmaster	Mr. Alex CAPOT
Headmaster of Primary School	Mr. Jean KURDZIEL
CPE / Assistant of Vie Scolaire Secondaire	Mrs. Tess VOLPINI
CPE / Assistant of Vie Scolaire Primaire	Mrs. Kathy XIA/Elodie CAI
Staff Representatives	Mrs. Eulalie BECKER Mr. Kai CHEN
Parent Representatives	Mrs. Iris KAISER Mrs. Ann CHU
Student Representatives	M. Jule ARCHAMBAULT (TB) Mrs. Ulysse VERNET (3QB) Mrs. Constance Pavillet (CM1D)

Bus service supplier – PEIXING	
General Manager	Mr. Huixing LENG Mr. Zhong HE, Mr. Yi JIN,

DSS	
Head of Operations	Mrs. Ann-Claire FÖTSCH
Deputy Principal	Mr. Julian MÜLLER
Head of Primary School	Mr. Franco MICELI
Head of COCU	Mr. Christoph WALDHUBER
Kindergarten Headmaster	Mrs. Kristina BAARS
Administration/ Assistant of principal	Mrs. Corinna DERICHES
Parent representative	Mrs. Xu ZHIAO
Parent representative	Mrs. Danijela DOGAN
Student representative	Mr. Philipp ZHAO
Student representative	Ms. Helen FANG
Student representative	
Student representative	
DSS / LFS COMMON	
Bus Manager	Mr. James QU

## 2. TRANSPORT COMMITTEE – QINGPU – Members & Bus Organization

### Bus Operations Campus Hongqiao Reporting Line



### 3. MAIN INDICATORS OF THE BUS SERVICE

#### Key Figures – LFS & DSS (Year-on-Year Comparison)

Indicator	2024–2025*	2025–2026 (Sep–Nov)	Change YoY
Students taking the bus	753	741	-1.59%
Number of buses	45	44	-2.22%
Bus lines (morning)	41	40	-2.44%
Staff bus lines	4	4	0.00%
Bus lines after 5pm	21	20	-4.76%
Assembly points (morning)	144	150	+4.17%
Filling rate	63.06%	67.00%	+6.24%
Punctuality rate	95.82%	97.08%	+1.31%
KM per day (all lines)	2150 km	2170 km	+0.93%

\* Data taken in November.

# 3. Operational Indicators of the QP Bus Service



EVALUATION 评估

Version: V1 (13 March 2024)

GENERAL INFORMATION

BUS SERVICE KPI AUDIT

Campus QINGPU

## 1st 2024-25 KPI Audit 77 points

Items			
1	Maintenance operations		18 /22
2	Children safety		16 /18
3	Light accident		8 /12
4	Breakdown		4 /4
5	Bus Arrival Time		8 /12
6	Bus monitoring App		6 /8
7	Bus Staff		17 /24
TOTAL SCORE		<b>77</b>	NEED IMPROVEMENT & ACTION PLAN

## 2nd 2024-25 KPI Audit 89 points

Items			
1	Maintenance operations		19 /22
2	Children safety		18 /18
3	Light accident		8 /12
4	Breakdown		4 /4
5	Bus Arrival Time		10 /12
6	Bus monitoring App		8 /8
7	Bus Staff		22 /24
TOTAL SCORE		<b>89</b>	




### Lost Points – Second KPI Audit (Total: 11 points)

- Incomplete vehicle safety inspection records — 3 points deducted
- Multiple light-accident records — 4 points deducted
- Delays not reported in a timely manner — 2 points deducted
- Critical incident — 2 points deducted



# 3. Operational Indicators of the QP Bus Service

1<sup>st</sup> 2025-26 KPI Audit 90.77 points

  		
EVALUATION 评估		
GENERAL INFORMATIONS		Campus <b>QINGPU</b>
Date & time of the evaluation 评估日期和时间	2025 november 10th & 1.00 pm	Auditor(s) LFS: Name / Department 法德学校审计员: 姓名/部门
Supplier participants 服务参与人员	Felixing	Bonga-Willy Bonga
Evaluation # - Semester # 评估 # - 半年度 #	E2025-2026 - S1	Auditor(s) DSS: Name / Department 德德学校审计员: 姓名/部门
		Announced audit? 预先通告的审计?
		Yes

Items				
1	Maintenance operations		18	/22
2	Children safety		18	/18
3	Light accident		20	/20
4	Breakdown		4	/4
5	Bus Arrival Time		8	/12
6	Bus monitoring App		8	/8
7	Bus Staff		30	/34
8	Financial matters		12	/12
	TOTAL SCORE		118	/130
			<b>90.77%</b>	

## Lost Points – First KPI Audit (Total: 12 points)

**Training for new bus attendants:** Training was completed, but new attendants were **not systematically** introduced to the bus manager — 4 points deducted

**Punctuality:** The rate remains **below the 99% target** — 4 points deducted

**First aid kit placement:** The first aid box was not properly positioned — 4 points deducted

# 3. Operational Indicators of the QP Bus Service



EVALUATION 评估

Version: V1 (13 March 2024)

GENERAL INFORMATION

BUS SERVICE KPI AUDIT

Campus QINGPU

2<sup>nd</sup> 2024-25 KPI Audit 89 points

89



90.77

1<sup>st</sup> 2025-26 KPI Audit 90.77 points

## KPI Result – First Audit

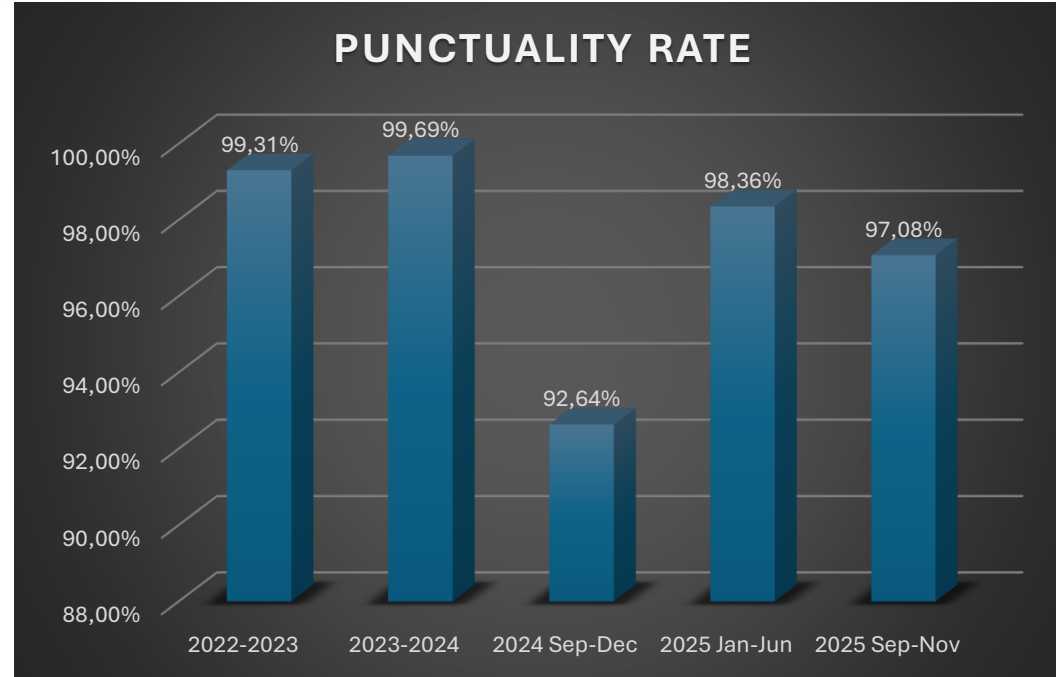
The bus company achieved a score of **90.77** in the first KPI audit, meeting the required minimum standard of **90 points**. However, several areas still require improvement.

# 3. Operational Indicators of the QP Bus Service

## PUNCTUALITY REPORT

Duration	PUNCTUALITY RATE
2022-2023	99.31%
2023-2024	99.69%
2024 Sep-Dec	92.64%
2025 Jan-Jun	98.36%
2025 Sep-Nov	97.08%

## PUNCTUALITY RATE



### Overall Trend

- Punctuality was **very high across all full-year periods**, staying above **99%** in both **2022–2023** and **2023–2024**.
- A sharp temporary drop occurred in **Sep–Dec 2024 (92.64%)**, driven by external conditions and route adjustments.
- Performance recovered significantly in **Jan–Jun 2025 (98.36%)** and stabilized at **97.08%** in **Sep–Nov 2025**, showing continued improvement but not fully back to the 99% benchmark.

# 3. Operational Indicators of the QP Bus Service

## INCIDENT REPORT

Item	2024–2025 (Aug–Dec)	2024–2025 (Jan–Mar)	2025–2026 (Aug–Nov)
<b>Accidents</b>	0	0	0
<b>Light accidents (scratches)</b>	6 (5 external + 1 internal)	6 (4 external + 2 internal)	1
<b>Technical failures</b>	2	0	0
<b>Other abnormal incidents</b>	1	3	1

*Note: "Internal" refers to cases fully or partially attributable to Peixing drivers.*

### Key Takeaway

We have achieved another period with zero major incidents, improved internal accountability, and minimal disruption to services.

# 3. Operational Indicators of the QP Bus Service

## Abnormal Incident – October 2025

Three bus attendants were identified as being slightly over the age limit of 60 years old.

### Actions Taken by Peixing

- The bus company agreed to **replace the attendants progressively before the Christmas break**. One replacement has already been completed.
- Despite the age concern, the attendants were performing well. One of them—\*\*awarded the title *"Model Worker of Shanghai"*—received consistently positive feedback from parents and staff on her bus line.



The document is a 'SCHOOLS NOTIFICATION TO SUPPLIER' dated 31st Oct 2025. It features logos for Lycée Français de Shanghai, Euro Campus, and Deutsche Schule Shanghai at the top. Below the title is a table listing schools and their suppliers. The table has two columns: 'SCHOOLS' and 'SUPPLIER'. The rows are: Bonga-Willy BONGA (Xinrui LENG), Ann-Clair Fötsch (Zhong HE), Yuchen CHENG, and James QU. Below the table, it states 'EVENT DATE: 27th Oct 2025' and 'EUROCAMBUS:'. A numbered list item 1) describes a complaint received on October 27th regarding school bus operations, mentioning a regulation about not employing attendants over 60 years old. At the bottom, there are two signature boxes: 'For LFS: Bonga Willy Bonga' and 'For DSS: Ann-Claire Fötsch', each containing a handwritten signature.

SCHOOLS	SUPPLIER:
Bonga-Willy BONGA	Xinrui LENG
Ann-Clair Fötsch	Zhong HE
Yuchen CHENG	
James QU	

EVENT DATE: 27<sup>th</sup> Oct 2025

**EUROCAMBUS:**

1) 10月27日: 欧洲校园收到来自“12345”市民服务热线管理办公室转交的一份关于校车运营的投诉。具体投诉内容如下: 德法学校是给外籍人员子女上学的学校。有规定学校不能用60岁以上的校车阿姨, 但学校校车队仍聘用超过年龄的阿姨。诉求: 要求管理部门核实查处外籍人员子女学校违规聘用阿姨的问题。需回复。

October 27: The Europe Campus received a complaint regarding school bus operations forwarded by the "12345" Citizen Service Hotline Management Office. The specific details of the complaint are as follows:  
The German & French Schools are schools for the children of expatriates. There is a regulation stating that the school should not employ female bus attendants over the age of 60. However, the school continues to hire attendants who exceed this age limit. Request: The relevant management department is urged to verify and address the issues of the school for expatriate children violating regulations by employing overage attendants and misusing school buses. A response is required.

For LFS: Bonga Willy Bonga	For DSS: Ann-Claire Fötsch
	

# 4. Incidents Reported by Bus Assistants

## Summary of Bus Misconduct Records (Total: 245 incidents)

### Most Frequent Behaviors

Behavior	Number of Incidents	Notes
Shouting / loud voice	66	Most common across multiple grades
Not fastening seat belt	43	High safety relevance
Standing up while driving	31	Connected to movement issues
Eating on the bus	19	Mild but recurring
Other inappropriate behavior	40	Not classified in standard categories
Refusing to join ayi before departure	16	Primarily younger students

# 4. Incidents Reported by Bus Assistants

## Key Findings

### Top Behavioral Issues

- **Shouting** was the most frequent issue, accounting for **66 cases (27%)**, particularly among younger students.
- **Not fastening seat belts** was the second most common issue, with **43 cases (18%)** across multiple grade levels.
- **Standing up inside the bus** occurred **31 times (13%)**.
- **Eating on the bus** was recorded **19 times**.

Grade Group	Dominant Issues	Notes
Lower Primary (Grades 1–4)	Shouting, standing up, movement in the bus	Includes behaviors such as not joining the bus assistant before departure
Upper Grades (Grades 5+)	Not fastening seat belts, shouting, eating	Fewer total cases but more safety-related violations
Kindergarten (VS/KA)	Not fastening seat belts, shouting	Younger students require closer supervision

# 4. Incidents Reported by Bus Assistants

## Grade-Level Observations

- **Highest incident counts**
  - **LFS 4e → 36 cases**
  - **LFS 5e → 30 cases**
  - **LFS 6e → 24 cases**
  - **LFS CE2 → 20 cases**
  - **DSS 2 → 20 cases**
- **Younger grades (CE1/CE2 + CP/CM)**  
→ More noise, movement, compliance issues
- **Older grades (5e/6e + DSS 8)**  
→ More seat belt issues and more disruptive behaviors, though fewer total cases

## Behavior Trends by School Section

- **Kindergarten (KA/VS)** → Very low total cases, mostly noise and minor rule violations
- **Primary (CE–CM / Grades 1–4)** → Highest frequency of shouting and movement
- **Middle school (5e–8 / Grade 5+)** → More structured issues (seat belts, disobedience)

# 4. Incidents Reported by Bus Assistants

## Safety-Relevant Incidents

- **Seat belt violations (43 cases)** → Require reinforced supervision
- **Standing while moving (31 cases)** → Direct safety hazard
- **Opening windows / tampering (low frequency)** → Present but limited
- **Fighting / aggression → 3 cases** (low but serious)

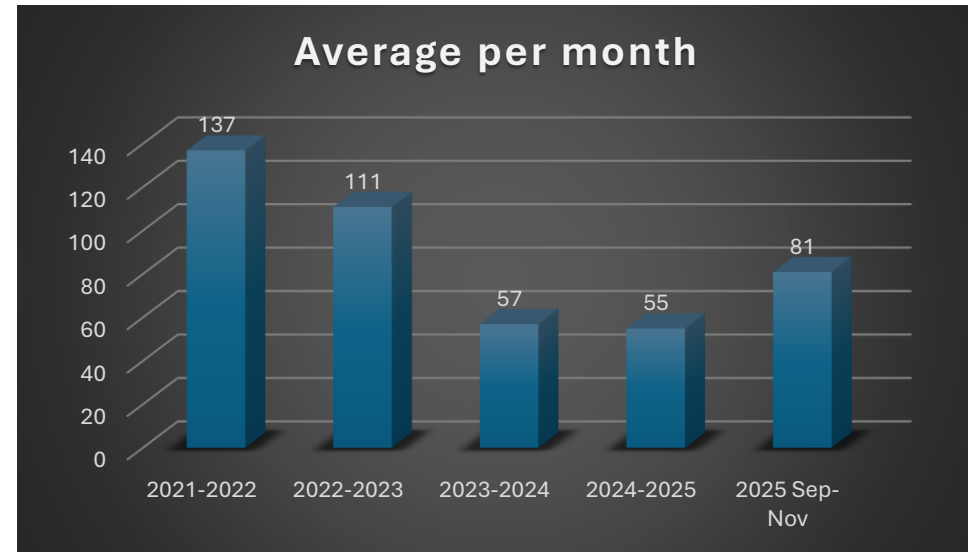
## Key Takeaways

- Noise and disruptive behavior dominate volume.
- Seat belt compliance remains the **largest safety concern**.
- Grades **4e, 5e, and 6e** require targeted intervention.
- Kindergarten issues are minimal.

# 4. Incidents Reported by Bus Assistants

## Key Insights — Average Monthly Incidents Over Time

Duration	Average per month
2021-2022	137
2022-2023	111
2023-2024	57
2024-2025	55
2025 Sep-Nov	81



- The number of recorded monthly incidents **decreased significantly** between **2021–2022 (137/month)** and **2024–2025 (55/month)**, reflecting strong improvement in bus behavior over time.
- In the current period (**Sep–Nov 2025**), the monthly average has **increased to 81**, following two years of decline.
- **Compared to the same period in 2024**, this represents an **increase of approximately 47% in 2025**.

## 4. Incidents Reported by Bus Assistants

### Preventive Actions which are already conducted

Focus Area	Action
Safety compliance	Mandatory belt checks; assistant must document refusals
Behavior management	Standard response protocol for recurring incidents
Parent involvement	Notify parents for repeated minor violations
Escalation framework	Tiered disciplinary approach for high-impact behaviors
Training	Refresher sessions for drivers & bus assistants on intervention techniques

## 4. Incidents Reported by Bus Assistants

We have a clearly defined disciplinary process for bus-related incidents, jointly applied by **LFS and DSS**: **The Bus Assistant reports the incident** to the respective school teams (LFS Vie Scolaire / CPE and DSS Class Teachers/Cocu team). They will speak directly with the student involved. Support Services may coordinate further details with the Bus Assistant when needed.

### Escalation Procedure:

1. Oral warning 1
2. Oral warning 2 + notification email to parents
3. Written warning 1 (*Pronote / Cahier*)
4. Written warning 2 (*Pronote / Cahier*)
5. Temporary exclusion from the bus (3 days)
6. Permanent exclusion from the bus

### Monitoring & Reporting

- LFS/DSS Support Services will provide Vie Scolaire / DSS with weekly and monthly summaries of all warnings issued.
- The escalation level applied may vary depending on the severity of the incident.

# 5. Training on Safety & Behaviour – For Bus Assistants & Drivers

## Driver Training

A safety training session was conducted on campus, focusing on recent major traffic incidents and reinforcing compliance with traffic regulations. Prior to the start of the semester, the school provided **centralized training for all drivers and bus assistants** at the Qingpu campus.

## Bus Assistant Training

The bus team holds **periodic review meetings** to evaluate weekly operations and reinforce safety protocols and compliance requirements.

## Quality Process Improvements (KPI-Based)

- **Daily:** Cleaning, disinfection, and safety inspections after each trip
- **Weekly:** Preventive maintenance
- **Monthly:** Police safety inspections



# 6. Training on Safety & Behaviour – For Students

## Student Safety Training

- Every school year, each class receives training on **bus safety and proper behavior**. In addition, students participate in **emergency evacuation drills** to ensure they know how to leave the bus safely in case of an accident.
- This year, the training session was conducted earlier than usual and took place on **September 16th at the Yangpu campus**.



# 6. Training on Safety & Behaviour – For Students

## Student Safety & Emergency Behavior Training

- This year, DSS conducted **practical safety training from Kindergarten to Grade 9**, demonstrating essential bus safety procedures and appropriate behavior during emergencies.

### LFS – Kindergarten

- Training conducted *on the bus*
- Students practiced fastening and unfastening their seat belts
- Training included basic bus rules and respectful interaction with drivers and bus assistants

### Grades 1–4 / CP–3ème

- Classroom training (LFS)
- Practical exercises inside the bus (LFS & DSS)

### Grades 5+ / Seconde–Terminale

- Classroom training (LFS)
- Bus-based practical exercises until 9<sup>th</sup> grade conducted at DSS





## 7. THE CONTINUOUS IMPROVEMENT

- **Avoid U-turn in front of school - Done in November.**
- Place reflective cones in the middle of the GaoGuang road(in front of the school) , exit of non-vehicle parking and at crosswalks in front of the school, to prevent private vehicles making U-turns, thereby improving traffic flow during peak school hours.

## 7. THE CONTINUOUS IMPROVEMENT

- **E-bike and bicycle parking management – Ongoing**

- We have noticed bicycles and electric scooters parked on both sides of the pedestrian crossing at the school bus parking lot exit. We have already informed students and staff not to park there again and to use the school's designated non-motorized vehicle parking area. We will replace the signs as soon as possible, and both students and staff will be able to use that parking area.

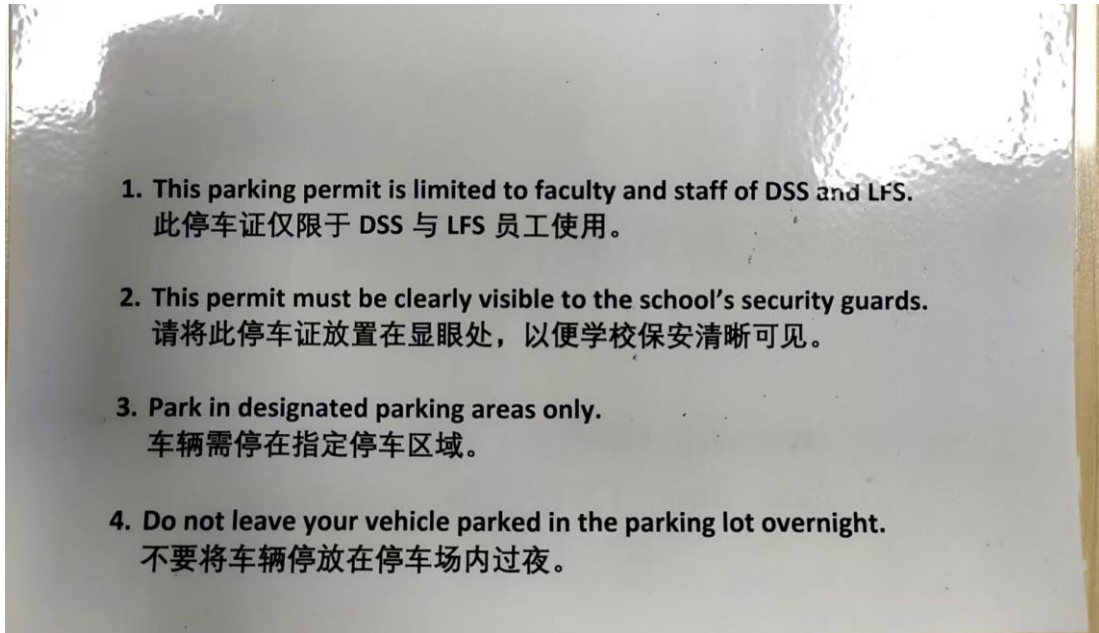
- Additionally, there is also an issue of improper parking at the kindergarten exit on the west side of the school. We have set up a barrier tape and created new “No Parking” signs.





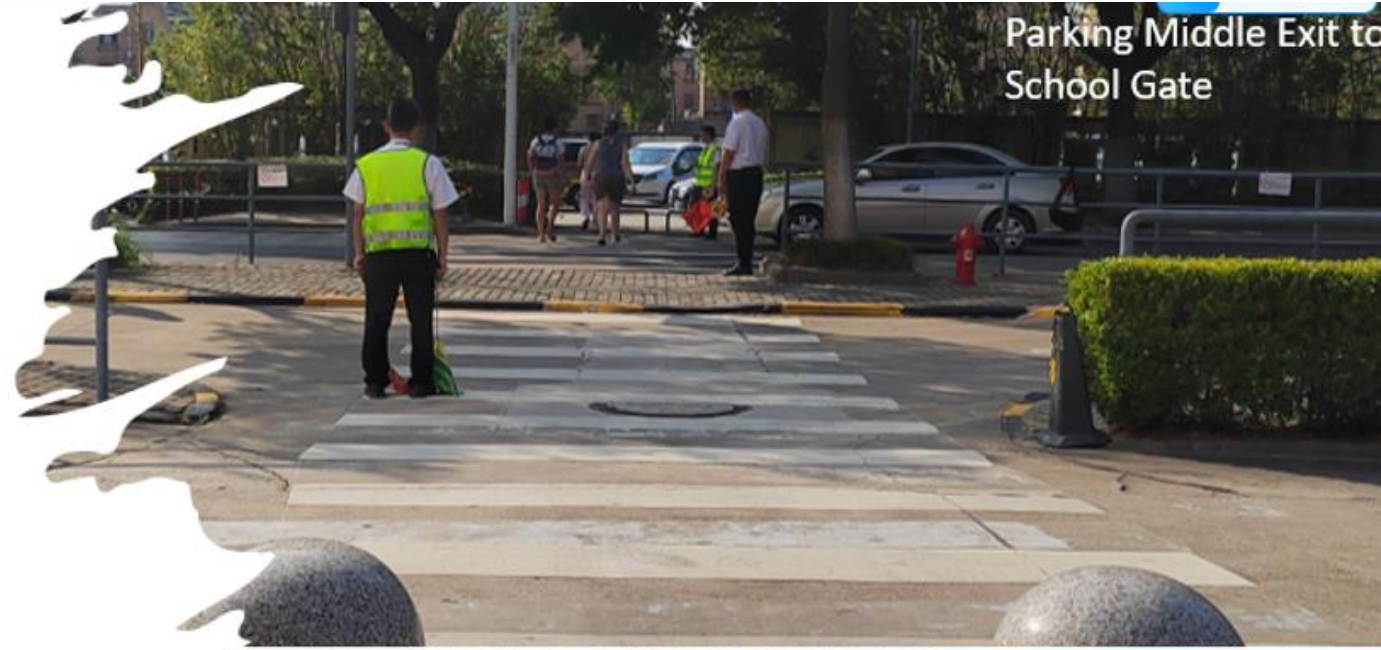
## 7. THE CONTINUOUS IMPROVEMENT

- **Parking Lot Management**
- We have cleared the long-term parked vehicles belonging to non-school personnel from the parking lot and informed all staff that overnight parking is not allowed. A parking permit system has been implemented to make it easier for security to identify vehicles. Currently, there are almost no vehicles parked overnight. Parking permits for DSS and LFS staff have been issued.
- The next step will be to collect vehicle information for on-campus vendor staff and parents.



# 7. THE CONTINUOUS IMPROVEMENT

## SAFETY PASSAGE AROUND BUS LANES





Parking East Entrance  
to School Gate



Parking East Entrance  
to School Gate

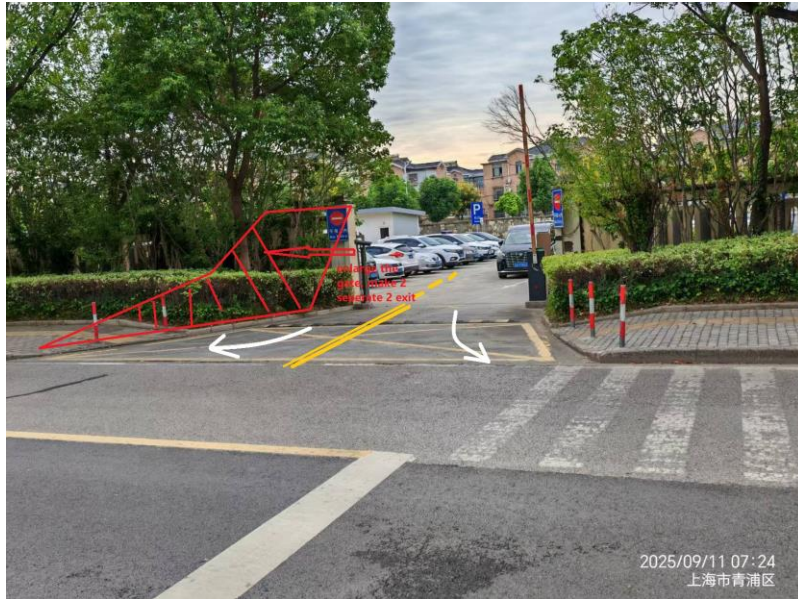


Parking East Entrance  
to School Gate

**People must cross the road by sidewalk**

# 7. THE CONTINUOUS IMPROVEMENT

## Extending the parking lot entrance – Work in progress



Parking lot door extension - Target:

Widen the doorway to ensure two vehicles can exit side by side.

Work Scope:

1. Demolish a 1.5~2-meter-wide wall and greenery
2. The lawn has been reduced by 1.5~2 meters in width to accommodate parking spaces.

# 7. THE CONTINUOUS IMPROVEMENT



Eurocampus QINGPU

## Program – Together for Safe School Routes

Join the Parent Scout Team – we need you!

Dear Parents,

Our children should arrive at school and return home safely – and you can actively help! With the new Parent Scout Program, launched together with the Lycée Français de Shanghai (LFS), we aim to promote greater safety and awareness around the school.

As a Parent Scout, you help make the crosswalks and surrounding areas safer and act as a contact person for children and parents on site.

We are starting the program together with the LFS and will organize an initial test phase in November and December.

What to expect?

- **Duty times:** mornings 7:30–8:15 am, afternoons 2:50–3:30 pm
- **Tasks:** being present at crosswalks and risk areas, approachable for children and parents, ensuring safe drop-off and pick-up, giving friendly reminders to drivers, using clear hand signals to keep traffic moving
- **Equipment & training:** The school provides all necessary gear (safety vest “Parent Scout,” optional paddles/signs). In addition, you will receive a comprehensive safety briefing from school management, operations, and security, ensuring you feel confident and well prepared.
- **Coordination:** simple weekly sign-up via Doodle survey, WeChat group or email, short briefings, monthly feedback sessions to share experiences and ideas for improvement

By volunteering, you make a real difference in our community.

👉 Get involved – join the Parent Scout Team and help us create a safe, supportive, and lively school environment!

You can register as a volunteer parent scout with the following link:

<https://forms.office.com/r/NuTYnLT1z>



## Program – Together for Safe School Routes

- **Objective:** To enhance student safety during school commutes by increasing adult supervision around the school premises.
- **Role:** Volunteers help secure crosswalks, monitor key areas, and serve as a friendly point of contact for children and parents.
- **Time Commitment:** Shifts are during morning (7:30–8:15 AM) and afternoon (2:50–3:30 PM) drop-off/pick-up times.
- **Key Tasks:** Ensuring orderly arrivals/departures, politely reminding drivers of rules, and using clear gestures to direct traffic flow.
- **Support Provided:** The school supplies all necessary equipment, including a safety vest, and offers comprehensive safety training.
- **Coordination:** Features a simple weekly sign-up system and regular briefings for volunteers.



## 8. QUESTIONS & ANSWERS

# 8. QUESTIONS & ANSWERS

## LFS QUESTIONS:

1. Les Allemands ont-ils la même charte du bus que les Français ?

*Do the Germans have the same bus charter as the French?*

**YES**

2. Les bus assistants peuvent-elle aussi venir au sein de l'école pour accompagner les élèves à 17h ?

*Can the bus Assistants also come into the school to pick up the students at 5 p.m.?*

**No, the organization is different, they wait in front of bus gate**

3. Est-il possible de modifier le trajet des bus de 17h pour une meilleure optimisation ?

*Is it possible to adjust the 5 p.m. bus routes for better optimization?*

**The 5 PM bus can be adjusted if the bus manager is convinced that there is a possible optimization, actually start at 5.05pm, the goal is always to shorten the travel time, as traffic peak at that time, not to accommodate a specific student.**

# 8. QUESTIONS & ANSWERS

## LFS QUESTIONS:

4. According to the school regulation, three times of warning can lead to a temporary exclusion of the bus. But it doesn't specify in what period of time. Could the committee clarify this?

6 times of warning, for one school Year.

5. We have experienced a few occasion that some students being late for the bus of 5pm for just 2 minutes. The bus left without notifying anyone that someone was missing. Isn't Aji supposed to notify school if someone is missing before leaving?

3pm, the bus Aji would check the students and ask the help from Viescolaire if the student was missing. 5 pm, most students are from Middle school who should know the timing and be on time, for those primary students doing ASC activities, they should be accompanied by the coach who shall ensure they took the bus.

6. Awareness campaign for students around road safety and where to park scooters at school.

We fully agree.

# 8. QUESTIONS & ANSWERS

## LFS QUESTIONS:

7. One parent has complained about a couple of issues on the bus but doesn't feel like her complaints are being dealt with. What is the process for complaints, and can we improve the communications here?

After we receive a complaint or request from anyone, we always reply after having all details. We keep on exchanging, and we do our best to solve any issues on short term.

8. Are parents allowed to give the bus Ayi gifts? In other schools this isn't allowed but there have been examples of the bus Ayis being given gifts by parents. This is causing concern for some parents.

The bus attendant belongs to the bus company, we checked with the bus attendant's supervisors, they are allowed to accept gift, but they can't ask for it from parents. In spite of receiving a gift, the bus attendant must treat all students equally.

# 8. QUESTIONS & ANSWERS

## LFS QUESTIONS:

89Bus 34 has been operating on a different timetable recently due to roadworks near the pick-up location. Now the roadworks is over, the pickup time has not gone back to normal. This issue has been raised with the bus management team, but the issue is taking a long time to resolve.

Following discussions with a parent, we reaffirmed the current bus schedule. School policy requires all buses to arrive by 7:50 AM for a calm, on-time student arrival at 8:00 AM. Our monitoring shows that roads are clear before 7:40 AM, but severe bottlenecks form immediately after, causing delays. Therefore, advancing Bus #34's departure by five minutes is a critical measure to ensure punctuality and avoid the need for frequent, reactive schedule changes.

10. Scooters are now parked where there used to be no parking signs. Scooters are parked around the bus entrance and along the pedestrian way in the front of the school. Parents are asking for clear scooter-free zones in front of the school for kids safety. There is a large scooter park available but this isn't being as well used because drivers are either unaware of it or feel like they don't need to use it.

We are working on it to have it cleared. Clear instructions have been given to guards.

# 8. QUESTIONS & ANSWERS

## LFS QUESTIONS:

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We are working on it to have it cleared. Clear instructions have been given to guards.

# 8. QUESTIONS & ANSWERS

## DSS QUESTIONS:

1. The consideration of requesting a pedestrian crossing on the bridge side near the "city" to make it easier for parents and children to cross the street from the kindergarten side.

**ANS: We discussed this with the local authority and we did not get a permission to change the pedestrian.**

2. Improved monitoring of the existing pedestrian crossing on the bridge side. Currently, there is no security guard seriously attending to this task.

**ANS: The „middle“ pedestrian is monitored by our security team and a safe crossing of the street is given.**

3. The traffic congestion at the parking lot exit during drop-off and pick-up times, as there is only one exit. As a result, many drivers also use the parking lot entrance as an exit.

**ANS: We are currently working on a better solution for the parking lot entrance. This solution is still work in progress.**

# 8. QUESTIONS & ANSWERS

## DSS QUESTIONS:

4. Cars and scooters stopping or even parking directly at the street corner before the bridge, which partially obstructs the buses' exit.

**ANS: Our security guards are authorized to stop this behavior of cars and scooter drivers, nonetheless there will be still drivers who are not acting accordingly.**

5. Better coordination of bus departures so that cars on the road do not have to wait excessively until all buses have exited one after another. This prolonged waiting causes frustration among drivers (they start honking) and leads to overtaking attempts, which in turn creates even more chaos.

**ANS: We are discussing a possible solution to support this idea.**



## 9. ANNEX

# INCIDENTS REPORTED BY BUS ASSISTANTS

School & Grade	do not fasten the seat belt	stand up	fight	quarral	eat	move	shout with high voice	do not join ayi before departure	refuse to badge the card	open the window	tear the safety ticket	other inappropriate Behavior	Total
	0	0	0	0	1	0	5	3	0	0	0	4	13
	1	0	0	0	0	1	0	0	0	0	0	1	3
	4	7	0	0	0	1	6	0	0	0	0	2	20
	0	1	0	0	0	0	5	1	0	0	0	0	7
	2	0	0	0	1	0	2	0	0	0	0	2	7
	1	0	0	0	0	1	3	0	0	0	0	3	8
	11	5	0	0	3	2	8	1	2	0	1	3	36
	9	5	1	1	3	2	4	0	1	2	0	2	30
	0	1	0	0	0	0	2	0	0	0	0	0	3
	2	0	1	1	6	2	9	0	0	0	0	3	24
	5	0	0	0	0	0	1	0	0	0	0	5	11
	0	0	0	0	0	1	1	0	0	0	0	0	2
	1	3	0	0	2	3	7	3	0	0	0	1	20
	0	3	0	0	3	0	2	3	1	0	0	3	15
	3	3	0	0	0	2	0	3	0	0	0	1	12
	0	0	1	0	0	0	4	3	0	0	1	3	12
	1	1	0	0	0	1	3	0	0	0	0	3	9
	0	1	0	0	0	0	1	0	0	0	0	1	3
	0	1	0	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	1	1
	3	0	0	0	0	0	0	0	0	0	0	0	3
	0	0	0	0	0	0	2	0	0	0	0	0	2
	0	0	0	0	0	0	1	0	0	0	0	2	3
<b>Grand</b>	<b>43</b>	<b>31</b>	<b>3</b>	<b>2</b>	<b>19</b>	<b>16</b>	<b>66</b>	<b>17</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>40</b>	<b>245</b>