

ZfA Deutsche Auslandsscholarbeit International



EURO CAMPUS SHANGHAI 上海欧洲校园



PRESENTATION TO THE JOINT LFS/DSS TRANSPORT COMMITTEE QINGPU / HONGQIAO

13th of May 2026

# AGENDA

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

# 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

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## 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)

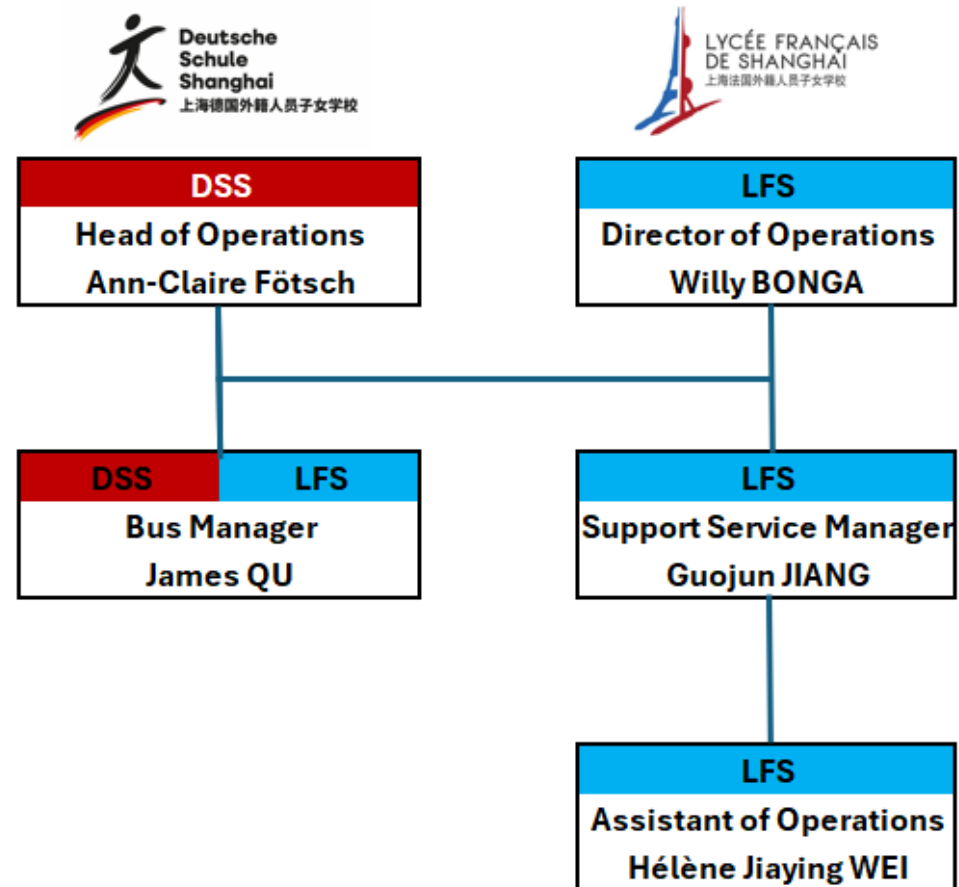
DSS	
Head of Operations	Mrs. Ann-Claire FÖTSCH
Deputy Principal	Mr. Julian MÜLLER (absent)
Head of Primary School	Mr. Franco MICELI (absent)
Head of COCU	Mr. Christoph WALDHUBER
Kindergarten Headmaster	Mrs. Kristina BAARS (absence)
Administration/ Assistant of principal	Mrs. Corinna DERICHES
Parent representative	Mrs. Danijela DOGAN
Student representative	Mr. Philipp ZHAO
Student representative	Ms. Helen FANG
Student representative	
Student representative	

Bus service supplier – PEIXING	
General Manager	Mr. Xinghui LENG Mr. Yi JIN

DSS / LFS COMMON	
Bus Manager	Mr. James QU

## 2. TRANSPORT COMMITTEE – QINGPU – MEMBERS & BUS ORGANIZATION

### Bus Operations Campus Qingpu Reporting Line



# 3. MAIN INDICATORS OF THE BUS SERVICE

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

Indicator	2025-2026 (Sep-Nov)	2025–2026 (Dec-Apr)	Change YoY
Students taking the bus	741	738	<b>-0.04%</b>
Number of buses	44	44	<b>0.00%</b>
Bus lines (morning)	40	40	<b>0.00%</b>
Staff bus lines	4	4	<b>0.00%</b>
Bus lines after 5pm	20	20	<b>0.00%</b>
Assembly points (morning)	150	150	<b>0.00%</b>
Filling rate	67	67	<b>0.00%</b>
Punctuality rate	97.08%	97.11%	<b>0.03%</b>
KM per day (all lines)	2170	2270	<b>4.6%</b>

# 3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE



## EVALUATION 评估

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

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
		90.77%	

90.77

2<sup>nd</sup> 2025-26 KPI Audit 87%

Items			
1	Maintenance operations	20	/22
2	Children safety	18	/18
3	Light accident	13.5	/20
4	Breakdown	4	/4
5	Bus Arrival Time	10	/12
6	Bus monitoring App	8	/8
7	Bus Staff	32	/34
8	Financial matters	8	/12
TOTAL SCORE		113.5	/130
		87%	

87

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

- Incomplete licence (blocked licence) — 2 points deducted
- Missing ayi report — 2 points deducted
- Bus arrival time less than 99% — 2 points deducted
- Captain was not able to manage the team accordingly — 2 points deducted
- Financial matters (salary payment too late) - 4 points deducted



# 3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE



EVALUATION 评估

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

90.77



87

2<sup>nd</sup> 2025-26 KPI Audit 87  
points

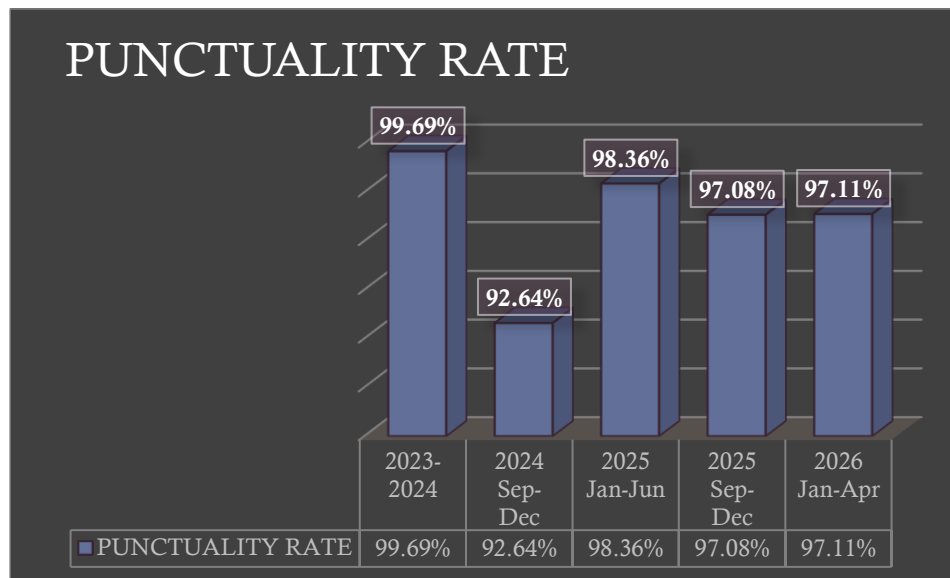
## KPI Result – Second Audit

The bus company achieved a score of **87** in the second KPI audit meeting and the required minimum standard of **90 points has not been reached**. An action plan to increase the number has to be presented to the committee in short term.

# 3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE

## PUNCTUALITY REPORT

Duration	PUNCTUALITY RATE
2023-2024	99.69%
2024 Sep-Dec	92.64%
2025 Jan-Jun	98.36%
2025 Sep-Dec	97.08%
2026 Jan-Apr	97.11%



### Main information

Starting from December 2<sup>nd</sup>, 2024, the late arrival standard has been tightened from 7:55 to 7:50.

Punctuality improved by 0.03% since the last Bus Committee meeting. Continuous real-time monitoring of all bus arrivals, Proactive adjustments to address growing morning rush-hour traffic

On-site security support for smooth drop-off.

Target: Punctuality above 99%

# 3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE

## INCIDENT REPORT

Item	24-25	25-26	25-26
	Jan-Mar	Aug-Nov	Dec-Apr
Accident	0	0	1
Light accident (scratches)	6(4*+2)	1	2(1*+1)
Technical failure	0	0	1
Others (abnormal incident)	3	1	1

\* Full or half Responsibility of Peixing Drivers ,1 accident : one car was took the wrong side knocking our school bus, the car driver took full responsibility. the bus finished the shift at 3pm , back to school for 5 pm shift.

# 3. OPERATIONAL INDICATORS OF THE QP BUS SERVICE

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## Abnormal Incident – April 2026

A meeting was held with all attendants on 22nd April .

For their own safety, **seat belts must be fastened at all times even if there are no students on board**. We have received a notice from SHMEC in which five violations: after dropping off students, some attendants did not wear seat belts on the return trip—three attendants in one vehicle and two in another failed to do so, resulting in violation records.

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

## Summary of Bus Misconduct Records in 2nd term (Total: 304 incidents)

Compared to last committee meeting: Bus Misconduct Records - Total: 245 incidents)

### Most Frequent Behaviors

Behavior	Number of Incidents	rate	Notes
Shouting / loud voice	82	27%	Most common across multiple grades
Other inappropriate behavior	68	22.4%	Not classified in standard categories
Not fastening seat belt	48	15.8%	High safety relevance
Eating on the bus	25	8.2%	Mild but recurring
Refusing to join ayi before departure	23	7.6%	Primarily younger students
Standing up while driving	18	5.9%	Connected to movement issues

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

## Key Findings

### Top Behavioral Issues

- **Shouting** was the most frequent issue, accounting for 82 cases (27%), particularly among younger students.
- **Not fastening seat belts** was the third most common issue, with 48 cases (15.8%) across multiple grade levels.
- **Standing up inside the bus** occurred 18 times (5.9%). Reduced more than 50% comparing the last bus committee meeting .
- **Eating on the bus** was recorded 25 times.

Grade Group	Dominant Issues	Notes
Lower Primary (Grades 1–4)	Shouting, not going to bus attendant before departure ,eating onboard .	Standing up reduced when traveling
Upper Grades (Grades 5+)	Not fastening seat belts, shouting, eating	Especially at 5 pm shift
Kindergarten (VS/KA)	Shouting , scream and others	Younger students require closer supervision

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

## Grade-Level Observations

- **Highest incident counts**
  - LFS 4e → 15 cases
  - LFS CM1 → 11 cases
  - LFS 5e → 9 cases
  - LFS 6e → 8 cases
  - DSS 1 , 2 ,3 → 6 cases each grade
- **Younger grades ( Primary school )**  
→ More noise, movement, compliance issues
- **Older grades (Middle and High School )**  
→ More seat belt issues and more disruptive behaviors

## Behavior Trends by School Section

- **Kindergarten (KA/VS)** → tend to **shout, scream, and act restlessly** and need closer supervision
- **Primary (CE–CM / Grades 1–4)** → Highest frequency of shouting and movement
- **Middle school (5e–8 / Grade 5+)** → **not fastening seat belts, shouting, and eating**, especially during the 5 pm shift)

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

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## Safety-Relevant Incidents

- **Seat belt violations (48 cases)** → Require reinforced supervision
- **Standing while moving (18 cases)** → Direct safety hazard
- **Eating onboard increased** → Prohibited , only bottled water with the cover
- **Fighting / aggression** → 1 case (low but serious)

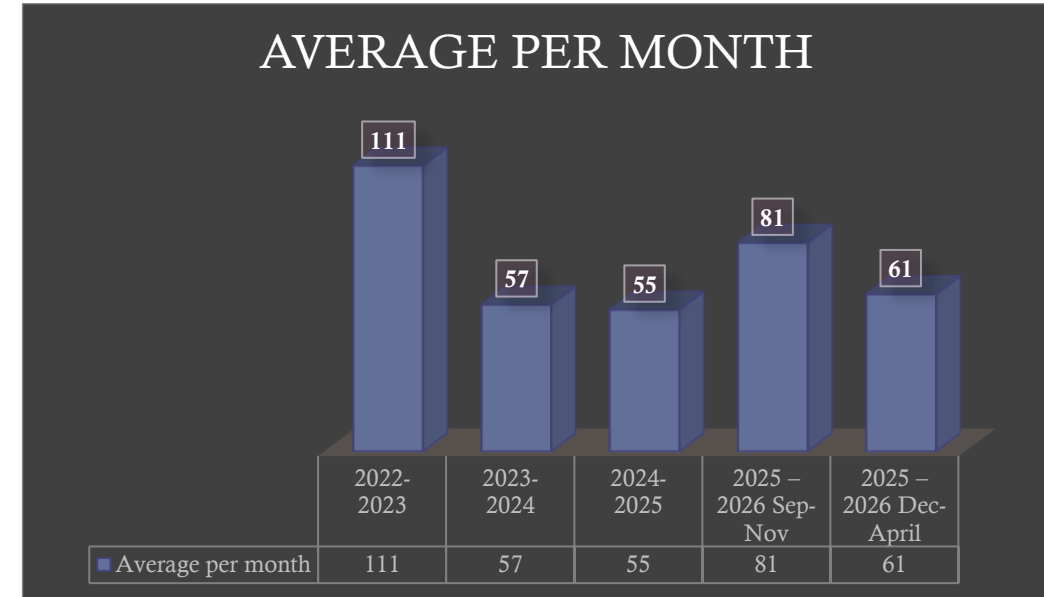
## Key Takeaways

- 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
2022-2023	111
2023-2024	57
2024-2025	55
2025 – 2026 Sep-Nov	81
2025 – 2026 Dec-April	61



- The number of recorded monthly incidents **decreased significantly** between 2023–2024, reflecting strong improvement in bus behavior over time.
- Despite a temporary rise in late 2025 to early 2026, the latest monthly figure has decreased to 61.

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

## Preventive Actions which are already conducted

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

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

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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.

# 4. INCIDENTS REPORTED BY BUS ASSISTANTS

*Latest  
observation*

## Student Safety and Bus Departure Procedures 🚌 ⚠️

A meeting was held with all bus attendants to reinforce procedures and maintain order during school dismissal times. All attendants were reminded that students boarding the buses must be supervised first before proceeding to the kindergarten area to collect other children.

### The attendants also shared several concerns and observations:

- Some students run around the pickup area, while others remain behind or do not follow instructions promptly. This often requires attendants to search for missing students, despite the limited time available during dismissal procedures. The attendants have requested that the school take these challenges into consideration.
- Particular concerns were raised regarding the 5:00 p.m. dismissal shift. In some cases, students place their school bags on the bus and then immediately leave the vehicle again. Attendants are often unable to prevent this behavior. Once the bus begins to move, some students attempt to chase after it while shouting, creating a serious safety risk.

### Decision ✅

The names of students involved in such incidents will be documented. The school will speak with the students individually and inform their parents accordingly. Should this behavior continue, buses will not be stopped for these students under any circumstances, in order to ensure the safety of all passengers.

# 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 – FIRST AID

Training for the first group of bus attendants.

provided a detailed introduction to first aid kit and explained standard response protocols and basic operational skills for addressing unwell students on board.



# 7. THE CONTINUOUS IMPROVEMENT

## Assist traffic police in clearing traffic on Gaoguang Road and Zhuqiaotou Road

On west-to-east Gaoguang Road (towards Zhuguang Road) is severely congested during morning peak hours.

### Actions:

- Identify and analyze the specific causes, then report them to the traffic police department. includes unreasonable traffic light timing settings and unreasonable stop line positions in front of the traffic lights. The traffic police department has adopted the suggestions and made improvements.
- Place traffic cones on the road section in front of the school to prevent social vehicles from making U-turns in this area.



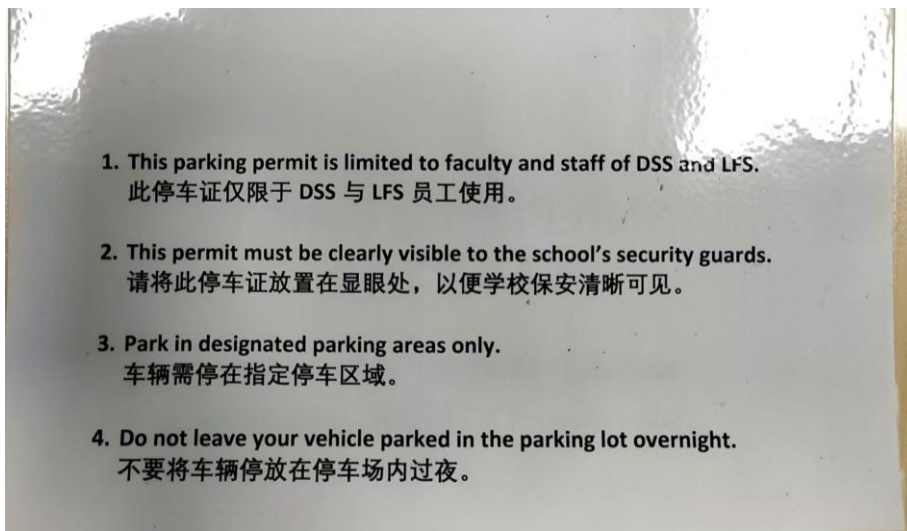
# 7. THE CONTINUOUS IMPROVEMENT

## Personnel safety control

- To enhance the safety of students and parents and prevent people from crossing the road outside the crosswalk, we have placed barriers near the crosswalk and arranged security personnel to guide everyone to safely cross the road using the crosswalk.
- To prevent the pick-up and drop-off lane from being occupied and becoming unavailable during peak hours at school arrival and dismissal times, temporary barriers have been installed. The lane is opened to parents before school starts and after school ends.



# 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.



## 8. QUESTIONS & ANSWERS

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NO QUESTIONS FROM LFS & DSS