



People-oriented development: customized assignment of rosters through IVU.crew APD

The assignment of daily shifts staff is a real challenge for those involved in the operational management of urban and suburban public transport. We are faced with many questions, among which is very important to understand if the scheduling of services is optimized so as to suit the preferences of the driver, legal regulations and internal regulations of the company by considering all economic aspects.

IVU.crew, with the specific APD, manages the entire process of assigning shifts to train crews, from planning the long-term allocation to the daily changes, and checks not only the legislation but also the wishes of the staff - in terms of holidays, etc.

In this way, drivers are more involved in the process with the ability to express and enter their preferences in the system, using the appropriate terminals on deposit, mobile devices (smartphones or PDAs) or internet from home. The result guaranteed by APD is a customized shift which optimizes the satisfaction of preferences expressed by the crew with the costs of the offered "solution", in compliance with regulations and for a fair distribution among the agents of various kinds of work.

The customized rotational plan is then searchable by individual agents using the same devices used to enter their preferences or holiday-requests. Through them, the APD provides also the ability to see information about the single labor book or to insert stamping of start or end service.

In this way there is no need to "hang" the shifts plan or the list of absentees on the showcase, or distribute printed information to single persons about daily changes in their plan. At once are completely eliminated all the problems related to privacy laws and the need to print production and distribution information for the territory: Each agent will always have with his cellphone a real-time information-table.

An example of a transport company that has chosen IVU.crew and APD for planning shifts, is the Association of Public Transportation Companies in Zurich (VBZ). Their main goal was to acquire a new standardized system of staff allocation, a modern one, already in use worldwide by many major public transport companies and able to take account of individual requirements.

In particular, the main point of the project was the possibility to have a tool that could generate a personalized planning of individual shifts, by considering the preferences expressed by the train crew, in order to decrease daily spot absences and increase the satisfaction of the people. The basic concept is very simple: if I can express a preference for a particular day, such as "work in the afternoon," perhaps in that day I will not need to be away from the service.

Currently, about 1,300 drivers in the VBZ communicate automatically by mobile-device connected to IVU.crew, not only their shift preferences but also their vacation requests. This is supplemented by an automatic system that alerts you to important appointments such as doctor visits or tests. The set of these requests and scheduled appointments is treated by the optimizer present in IVU.crew, which provides as a result a customized plan shifts, which also maximize the equanimity with which the requests are satisfied.

The goal of the Company has been fully achieved: the people satisfaction has increased and the number of spot absences from the service fell by several percentage points.

For more product information go to:<http://www.ivu.it/prodotti-e-soluzioni/busse-bahnen-it/assegnazione/ivucrow.html>
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