

# IVU.crew at STI Bus AG



## INDIVIDUAL AND OPTIMISED DUTY ALLOCATION FOR STI BUS AG



### INITIAL SITUATION

The picturesque town of Thun can be found by Lake Thun, just before the Swiss Alps. STI Bus AG (STI)'s 270 drivers ensure that reliable and customer-friendly local public transport is available in the town and the region around Castle Thun every day. In order to be able to transport passengers reliably through Thun, an efficient and flexible deployment of the driving personnel is crucial. Growing demands on the personnel dispatch system, such as optimisations and more individualised duty allocation, presented the STI dispatchers with challenges that the existing system could no longer meet.

### OVERVIEW

<b>Employees</b>	Approx. 270 bus drivers
<b>Vehicles</b>	88 course vehicles
<b>Transport services</b>	17 million passengers per year 5.5 million vehicle kilometres
<b>Operations</b>	Regional and urban bus transport
<b>Objectives</b>	Optimise personnel deployment Increase employee satisfaction Increase efficiency in general Digitalisation and automation of processes
<b>Special features</b>	Automatic personnel dispatch (APD) Individualised duty allocation for request duties (IDE) Swap platform in the employee portal
<b>IVU products</b>	IVU.crew, IVU.pad, IVU.cloud

## OBJECTIVES

STI plans to replace the old system and implement new software that will not only enable optimal personnel deployment for the 270 or so drivers, but also increase their satisfaction through request entries and individual duty allocations (IDE).

## SOLUTION

In order to be able to deploy its drivers in the best possible way and simultaneously improve employee satisfaction, STI Bus AG replaced its existing software and introduced the integrated personnel dispatch solution IVU.crew.

IVU.crew now supports the dispatchers of STI in deploying the entire driving personnel according to qualifications, requests, and operational agreements, while at the same time reacting flexibly to personnel shortages.

The automatic personnel dispatch (APD) of IVU.crew determines suitable roster layouts and assigns the corresponding drivers to them. Depending on operational requirements, the APD pays attention to fair allocations or balanced work time accounts, for example. In addition, it automatically takes into account qualifications, holidays, further training, and requests - and thus increases the flexibility of the drivers.

(Working and Rest Hours for Professional Drivers) and includes them in the dispatch.

In addition, the STI employees can use the individualised duty allocation to place their request duties, which the APD then takes into account in the best possible way. If drivers want to swap a duty or a day off after the allocation, they can use the swap platform in the employee portal for this.

## OUTCOME

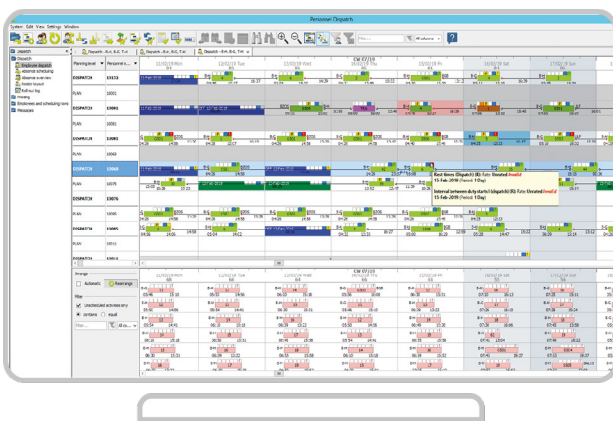
Thanks to IVU.crew, STI Bus AG can easily and efficiently dispatch all their drivers. Automatic personnel dispatch ensures significantly higher efficiency as well as stable and fair duty schedules.

At the same time, the integrated employee portal enables more transparency in dispatch and increases the satisfaction of the drivers, who can, among other things, submit requests, swap duties, and request holidays there.

“Since we introduced IVU.crew our employee satisfaction has risen significantly. This is mainly due to the individualised duty allocation, which enables our colleagues to take on the majority of their preferred duties thanks to a very high degree of fulfilment.”

**Erich Seiler**

Chief Operating Superintendent | STI Bus AG



The configurable rule system of IVU.crew checks assignments of activities to employees and reports conflicts and rule violations.

For example, extensive pre-dispatch with annual and monthly allocations as well as shift sequence and duty schedule rosters can be created and flexibly adjusted. The APD automatically checks legal regulations such as the AZG (Swiss Working Hours Act) and the ARV