

Overview



100 employees



20 trains

Industry

Light Rail operation, Bybanen in Bergen, Norway

Challenge

Save time and improve duty planning

Solution

Trapeze Workforce Management

Results

- ✓ Reduced time taken to produce duty plans
- ✓ Improved duty planning process
- ✓ Test different planning scenarios quickly



Background

Keolis Norge AS (Keolis Norway) identified the need to improve duty planning for its network of 20 light rail trains and 100 employees.

Keolis Norge implemented the optimisation module – an add-on for the Trapeze System which Keolis Norge uses for planning operations, blocks, duties and rosters, employee allocation and automatic wage calculation

Challenge

When Keolis Norge were to create brand new duty plans with short notice due to an unforeseen change in timetables they did not have time to do this using the partially manual planning method they had used until now. Collectively, Keolis worked with Trapeze who initially produced the duty plans for them using the Trapeze System optimisation module. After that, Keolis Norge implemented the module, and today they can produce duty plans on their own, much faster and better than before.

“With the optimisation module we can test several different scenarios in a short time and create several suggestions for duty plans.”

Nina Borgen, Payroll Coordinator, Keolis Norge AS

Solution

Statistics show what works

One of the features that Keolis Norge will particularly benefit from in the optimisation module is the option of extracting statistics. Nina Borgen elaborates: “Until now, we have not had the data basis for evaluating the effectiveness of our plans, but the statistics let us specifically see what works and what does not work. This means that we can easily make corrections from time to time – it just requires a few adjustments in the parameters we have entered.”

Success

Ready to create duty plans themselves

After having created the first duty plans with assistance from Trapeze, Keolis Norge felt ready to learn how to create the plans on their own.

"We already know Trapeze System, so it is just a new module we have to learn how to use. I believe in learning-by-doing, so we just have to feel our way."

Nina Borgen, Payroll Coordinator, Keolis Norge AS

Applicable rules and agreements are entered into the system

Planning Coordinator Atle Flo adds: "Most likely, there will be some adjustments along the way. But Trapeze has already entered all applicable rules and labour agreements into the system, so most of the work is already done. We have many agreements we must adhere to, both locally and nationally. The health and safety agreement is the most important agreement for us by far. Trapeze has made sure that all Norwegian rules and laws are entered and we just have to adjust the system when rules and agreements change."

Well-prepared for the future

With the optimisation module, Keolis Norge feel prepared for the future. Atle Flo reports: "We are facing an expansion of the light rail system over the next two years and in relation to this it is important for us to have a good tool that can help us meet the new requirements for duty planning. Then there are all the regular changes regarding e.g. summer and winter timetables or changes for holidays. All this is much easier for us to handle with the new module."

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Trapeze Group

Trapeze Group works with public transport agencies and their communities to develop and deliver smarter, more effective public transport solutions. For more than 25 years we have been Here for the Journey, evolving with our customers around the world to helping them move people from point A to Z, and everywhere in between.

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