



# Arriva Skandinavien, handicap transport and DRT

System for planning and operation of handicap transport services and demand-response services in the West Zealand, Funen and Mid-Jutland regions of Denmark.



*"We are experiencing real improvements in planning compared to our old system. We have a much better overview and, therefore, expect a costs optimisation once Trapeze NOVUS has been implemented throughout the organisation."*

**Per Erling Larsen,**  
Regional Director,  
Arriva Skandinavien A/S.

## THE COMPANY

In addition to rail and bus transport, Arriva Skandinavien A/S also operates handicap transport services and demand-response services in the West Zealand, Funen and Mid-Jutland regions of Denmark, out of four service offices in Sorø, Odense, Aarhus and Struer. These offices are staffed by a total of 180 employees. Of these, the majority are drivers of the company's 115 lift buses and 30 12-metre buses which transport daily between 6,000 and 8,000 passengers around the three regions.

Arriva Skandinavien is part of the Arriva Group, which is one of the largest transport providers in Europe, with 30,000 employees and operations in eight countries.

## THE CHALLENGE

At Arriva Skandinavien's four service offices for handicap transport, the systems used by the em-

ployees to plan and dispatch trips to drivers differ greatly. While the office in Odense has used the Frogne taxi system, Aarhus keeps things running using an old DOS system. And at the company's offices in Sorø and Struer, the employees have had to use long Excel sheets and similar methods.

It was therefore imperative, according to Per Erling Larsen, Regional Director at Arriva Skandinavien, that a single system be implemented so the process can ultimately be carried out in the same way at all four locations.

"Even though a couple of our handicap service offices had systems in place, our employees often had trouble maintaining an overview when planning trips. Frogne, for instance, is good for dispatching assignments to the buses, but it does not have a planning tool, so our employees had to plan trips more or less manually," Larsen explains, continuing:

"Furthermore, because we did not have a system for the offices in Sorø and Struer, we wanted to implement a new system that would be able to cover all our offices in future, as well as meet our needs for planning tools."

Per Erling Larsen, who is responsible for all of Arriva's handicap transport services and demand-response services in Denmark, was also very keen to be able to keep better track of the buses.

"We wanted a solution that would tell us where our buses were, at any given time, so that we could quickly redirect them and send the buses that were closest if there were changes or cancellations."

## THE SOLUTION

Arriva Skandinavien chose the new web-based IT solution Trapeze NOVUS, which can be used to handle transport booking, special transport services and coordinated transport services.

"We chose Trapeze NOVUS because we liked the thinking behind the technology. The system is Web-based so we can log on anywhere, which gives flexibility. It also includes a PDA solution with a navigator in all the buses, so we can keep track of them," Larsen explains, adding:

## SNAPSHOT

<b>Company:</b>	Arriva Skandinavien A/S
<b>No. of trips per day:</b>	1,000 - 1,500
<b>No. of passengers per day:</b>	6,000 - 8,000
<b>No. of employees:</b>	180
<b>No. of buses:</b>	115 lift buses, 30 12-metre buses
<b>Main assignments:</b>	Demand-response services, including handicap and school transport
<b>Trapeze products:</b>	Trapeze NOVUS. In the long term, the solution will be integrated with Trapeze Duty Manager (for personnel, roster and shift planning).

“And this information is available in real time, too. That means we can see where each bus is right now, so we can react immediately if there are changes in the traffic situation.”

It was also important that Trapeze NOVUS could be integrated with other systems at Arriva and at the company's partners. Trapeze NOVUS has been integrated with, among other things, Arriva's invoicing system, Concorde, as well as with the planning systems of other traffic companies so that they can automatically send information to Arriva. In addition, Arriva is planning to integrate NOVUS with Trapeze Duty Manager, which is already used for duty roster planning in the company's other business areas in Denmark.

#### INSTALLATION

Arriva Skandinavien signed the contract with Trapeze at the turn of the year 2007/2008, and since then, the system has been implemented at an impressive speed.

By February 2008, the staff started using parts of the system and by 1 March, Trapeze NOVUS was fully implemented at the office in Sorø. By August 2008, the system will be implemented in Odense, and subsequently in 2009 in the Aarhus and Struer office.

According to Larsen of Arriva, Trapeze's employees have been the driving force behind the speedy implementation:

“Trapeze has, among other things, trained two of our employees as super users, which means that we can solve minor problems ourselves. During the process, Trapeze has shown great expertise and flexibility; also when we had to plan training outside normal working hours.”

Before the system was fully implemented in Sorø, the drivers were given the opportunity to test the system's PDA solution in their buses, so that they could compare it with printouts from the old systems. In this way, Arriva and Trapeze could ensure that the drivers as well as the dispatchers

at the office were able to experience beforehand the benefits of the new system.

“The system is user-friendly, and it is extremely intuitive for everyone who works with it. The implementation process has not seen any major problems, and when we have run into things that needed adjusting, Trapeze's employees have been very positive and helpful,” concludes Per Erling Larsen.

#### THE RESULTS

Because Arriva Skandinavien has currently only implemented Trapeze NOVUS in one of the four offices, the preliminary results of the system have not yet been established, but expectations are high.

“We are already experiencing real improvements in the planning. For example, now we can plan batch runs for several days at a time, compared to the old manual system which could only plan one day ahead. All-in-all, we have a much better overview,” Larsen says, adding:

“And overall, we therefore expect a costs optimisation once Trapeze NOVUS has been fully implemented at all four locations.”

In addition to efficiency-related savings, Trapeze NOVUS also means improved service for municipalities that want to use Arriva as a demand-response and handicap transport service provider. The main reason for this is that Trapeze NOVUS can be expanded with an integrated web-based reference module.



#### Denmark

Søren Frichs Vej 38K, 2  
DK-8230 Åbyhøj  
Tel: +45 87 44 16 00

#### Germany

+49 40 5300 31-0

#### UK

+44 0 1225 784200

#### Australia

+61 8 8463 6672

[www.trapezegroup.com](http://www.trapezegroup.com)

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