

**For immediate release**

## **At the UITP Summit INIT demonstrates how IT systems compensate for a lack of operational experience**

### **Overcoming the challenges of staff shortages**

Karlsruhe, 2 April 2025.

**The shortage of skilled staff causes major challenges for public transport companies. Drivers are a scarce resource, and many long-serving operations control center, depot and administration employees are looking ahead to retirement. New employees often lack specialist and operational expertise. This is where appropriate IT solutions can help to close this gap. At the UITP Summit in Hamburg, INIT, the world's leading provider of integrated planning, scheduling, telematics and ticketing systems, will be demonstrating what the right support looks like. From June 16 to 18, visitors can find out more at the INIT stand in Hall A3, stand 500.**

### **Closing experience gaps and relieving employees**

INIT solutions offer new employees exactly the assistance and information they need to compensate for gaps in experience. They also relieve the pressure on scarce staff by automating routine tasks.

### **Attracting and retaining new drivers**

Attracting and retaining new drivers is becoming increasingly difficult. Attractive working conditions are essential to overcome this challenge. New personnel assignment concepts that give employees greater influence over their working hours bring greater satisfaction. This results in greater staff motivation and reduced staff sickness and turnover.

In the MOBILE-PERDIS personnel assignment system, drivers enter their preferred daily duty profile via a PC or smartphone. The duties are assigned according to the company's rules and regulations, with the system ensuring a high and fair fulfillment rate, while meeting both operational and legal

requirements. A duty pool can also be used to fulfill requests at short notice or swap shifts independently.

### **Ready for the driver's job more quickly**

Transport companies are increasingly forced to deploy inexperienced drivers. INIT's on-board computers help new starters to hit the ground running and to be deployed flexibly. Intuitive operating concepts, similar to smartphones, significantly shorten training periods. To reduce language barriers, the user interface is available in several languages. In future, drivers will also receive text messages from the operations control center in their native language thanks to an AI-based assistant. Turn-by-turn navigation also supports them, especially on unfamiliar routes.

### **Easing the burden on drivers with account-based ticketing**

Selling tickets is an additional burden for drivers, which is even more difficult to manage if they have limited skills of the local language. Account-based ticketing can reduce this burden: Passengers check in and out at a validator. They simply use their debit or credit card, their smartphone or even a (virtual) customer card. The best price is calculated automatically in the background system.

Consequently, drivers need to interact less with passengers, while passengers are pleased because they always pay the best price and no longer have to worry about which is the cheapest ticket. INIT also offers the convenient TapNGo platform solution for account-based ticketing, which transport companies can easily introduce.

### **Automation and assistance systems help in the event of an incident**

Automation is an effective digitalization approach when it comes to overcoming staff shortages. This also applies to passenger information – a time-consuming task for dispatchers. With RESPONSEassist, the INIT system for incident management and multi-channel information, passenger information can be generated automatically and sent to all channels with a single click. This allows dispatchers to concentrate on their main task – resolving incidents. RESPONSEassist also provides support with the help of assistance forms

based on the company's standard operating procedures and therefore provides important assistance, not least for inexperienced staff.

### **IT hosting: everything from a single source**

It is becoming increasingly difficult for transport companies to build up all the specialist knowledge that is necessary to reliably operate the complex operational IT system landscape and ensure compliance with increasing security requirements. In addition, competition for the required IT experts is becoming increasingly fierce.

INIT's reliable hosting concept meets all requirements for legal security, reliability, high availability and cybersecurity. Selected data centers guarantee secure operation. Intelligent system concepts ensure minimal downtime, while the maintenance strategy ensures that the system is always up to date, including in terms of cyber security. INIT gives transport companies the freedom to concentrate on their core tasks knowing that their operational IT systems are in the best hands.

### **E-mobility in the depot with no additional effort**

Electric buses bring new challenges for the processes in the depot: charging processes take significantly longer than refueling and therefore need to be managed intelligently in order to guarantee cost efficiency. This also means that vehicles can no longer be rescheduled so easily. All these are challenging tasks, even for experienced team members.

The MOBILE-DMS depot management system fully incorporates the specific electromobility requirements and processes into all the workflows. The current state of charge is checked for each individual e-bus, a suitable block is assigned, the range required for the next block is determined and a suitable parking space is allocated. An interface to the charge management system also ensures that a suitable replacement bus is assigned if unexpected events occur during the charging process. This means that depot workers have no additional work due to e-mobility.

### **Visit INIT at the UITP Summit**

At the UITP Summit, INIT will be demonstrating how modern IT solutions can help transport companies successfully meet the challenges of skills shortages. Visit INIT in hall A3, booth 500 to learn more about INIT's innovative assistance systems and automation solutions.

### **Images:**

Image 1: INIT's IT systems increase job satisfaction and help new drivers to hit the ground running. ©Das Stadtwerk Regensburg/Simon Geiger

Image 2: INIT's IT hosting gives transport companies the freedom to concentrate on their core tasks knowing that their operational IT systems are in the best hands. ©Adobe Stock

## **About INIT**

As a worldwide leading supplier of integrated planning, dispatching, telematics and ticketing systems for buses and trains, INIT has been assisting transport companies in making public transport more attractive, reliable and more efficient for more than 40 years. Today, more than 1,100 transport providers rely on INIT's innovative hard- and software solutions.

The unique selling proposition of INIT's integrated telematics system MOBILE is that it comprises all of the daily tasks of public transport providers:

- Planning & Dispatching
- Ticketing & Fare Management
- Operations Control & Real-Time Passenger Information
- Analysing & Optimising

With INIT's integrated solutions, transport companies can master all requirements of electromobility and strengthen their role as mobility broker of their region by establishing a mobility platform. An excellent package of operational services completes the INIT offering.

## **For more information please contact:**

Andrea Mohr-Braun  
init SE  
Kaeppelestrasse 4-10  
76131 Karlsruhe - Germany  
Phone +49.721.6100.113  
[amohr-braun@initse.com](mailto:amohr-braun@initse.com)  
[www.initse.com](http://www.initse.com)

*We look forward to the publication of this release and request a sample copy.*