

# PilotPad

by InnoTix




Photo: istockphoto.com



## PilotPad: little helper, big effect

Vehicle breakdowns, detours, slippery roads, accidents – a public transport driver's workday can hold many surprises. The tablet app developed by InnoTix for public transport operators aids fast and straightforward problem-solving, by delivering targeted information: an invaluable advantage while working on the go.

### Idea

PilotPad is the interface to drivers of your public transport fleet. It puts all the necessary service-specific technical and operational information at their fingertips, all the time, whether they are online at the depot or offline and servicing their routes. An intuitive, easy-to-use app developed in cooperation with multiple public transport operators, this innovation runs on a hand-held tablet and provides major benefits to all staff.

### Benefits








- Duty rosters always up to date.
- Quick, accurate communication of diversions, roadworks and breakdowns.
- Damage to vehicles easily recordable in digital form for forwarding to the maintenance department (including photos and more).
- Directives, messages and training documents available at any time of day (also as instructional videos and e-learning).



PilotPad supplies all this and more to drivers on their personal tablets. PilotPad is both enjoyable and motivational to use, and brings measurable benefits for all.



## PilotPad in detail

<div>  <b>Basic module</b> </div>		
<b>Forms</b> Structured communication using a straight-forward form generator	<b>Widgets</b> For a quick overview of the latest news	<b>Crew duty module</b> Rosters and service-specific instructions on hand
<b>PDF documents</b> For distributing technical and operational information	<b>Weblink</b> For linking to your website / employee portal	<b>Photo module</b> For photo galleries and employee photos
<div>  <b>E-learning</b> </div> <p>Easily remembered, repeated learning on the go; teaching and test modes available</p>	<div>  <b>Video</b> </div> <p>For instructions, troubleshooting or a weekly employee magazine on video</p>	<div>  <b>My roster</b> </div> <p>For showing individual rosters and service-specific messages; includes calendar integration and connectivity with standard planning tools</p>
<div>  <b>Accident desk</b> </div> <p>For rapid, guided logging of an accident situation; includes reporting to administration and the workshop</p>	<div>  <b>Electronic vehicle logbook</b> </div> <p>Simplified communication between the workshop and drivers on vehicle-related matters</p>	<div>  <b>Messaging</b> </div> <p>A direct line to drivers via text message, rather than using e-mails</p>

## Technical details

### PilotPad is available for

- iOS (iPad und iPhone)
- Android (tablets and smartphones)
- Responsive webview

### Online and offline use

- Offline with sync optimised for WLAN
- Online with sync optimised for cellular networks

### Device management options (app distribution, WLAN keys, security rules):

- Use a mobile device management system (MDM, recommended for >300 users)
- Use a cloud-based MDM. InnoTix offers one as a service (Managed PilotPad)
- Manual installation and configuration of the app and tablets

Interfaces to existing data sources such as document filing systems and intranets (SharePoint, Fileserver, Typo3, JSON, XML, FTP etc.) are either available already, or can be created by the integration specialists at InnoTix.

Web-based PilotPad Cockpit serves as a content management system (CMS), as well as for analysing e-learning results and feedback form submissions.

## Application examples

### Operations

- Electronic noticeboard
- Distributing information that requires acknowledgement
- Construction site information and instructions per service, route or region
- Permanently up-to-date route sheets, timetables and rosters
- Electronic driver's dossier with full information, e.g. rail replacement services, location maps
- Feedback and reports on irregularities sent by form submissions

### Training

- Repeated learning (e.g. monthly learning modules on quality topics such as uniform regulations, action to take in case of snow-fall, ecological driving techniques)
- Best use of classroom training time, because standard topics have been covered already
- Familiarisation and instruction on new vehicles and routes via tablet, with learning checks
- Analysis per person and module, e.g. employee feedbacks or prioritisation of topics for needs-based training days

### Administration

- Ready-made forms for holiday leave requests, orders of uniforms or parking badges
- Direct communication channel to drivers (replacing mass e-mails) and service groups
- Drivers record damage on the spot, with post-processing at the office

### Management

- Rapid dissemination of information via news, magazine or video
- News feed on topical items, new employees and events

### Workshop

- Electronic vehicle logbook with communications from and to drivers
- Workshop instructions to drivers

### Control centre

- Drivers always have the latest timetables, rosters and instructions
- Acknowledgement makes clear who has not yet read a piece of information
- Minimises start-of-duty misunderstandings thanks to timely integration with personal calendars
- Service or group-specific messages (independent of individuals)

### Internal communication

- Encouraging self-responsibility among drivers
- Publishing photos of team and employee events

### Employees

- Sign of appreciation for employees by distributing personal tablets (recruitment argument)

## References

Our customer base comprises 25 public transport operators of all sizes, with more constantly joining. Upwards of 6000 drivers across Germany, Switzerland and Italy are using PilotPad in their daily work (including public transport operators in Zurich, Mannheim and Leipzig).





## What our customers are saying

“Our PilotPad investment paid off very fast thanks to tablet use during paid idle time and waiting periods. Education and training in particular are being massively expanded with around ten e-learning lessons a year, raising employee competence through steady, repeated learning.”

**Werner Trachsel, Director, VZO**

(bus operator with 360 drivers near Zurich and PilotPad pioneer in Switzerland)

“Using PilotPad with the new ‘My Roster’ module, where employees can readily view their own up-to-date roster, greatly eases dispatching and especially our drivers’ everyday routine. We are seeing reduced errors due to misunderstandings on start of duty.”

**Andreas Büttiker, Director, BLT**

(tram operator with 430 drivers near Basel)

InnoTix AG is an owner-managed company with 20 employees in Zurich, Switzerland. Academics and hands-on people are equally important to our operation, and thus we follow an interdisciplinary approach.

InnoTix has been implementing innovative web and mobile solutions for over 15 years. We focus on individual needs and the challenges presented to us by customers. A successful symbiosis between high-quality engineering, optimum usability and attractive design matters to us. Besides numerous completed IT projects in the public transport sector, we also have extensive experience in consulting for purchasers and transport companies.

